Call transfer

Transfer a call and speak to the receiving party

```
10:01AM     11/23
00:30
▮
```

While on a call:

1. Press **[INTERCOM]**. The outside call will automatically be put on hold, and you will see **INTERCOM TO XX**, with **XX** being the destination extension number.

```
10:01AM     11/23
EXT 11
INTERCOM TO ▮
PAGE              ▲▼
```

2. Press the one-touch button for the extension to which you're transferring the call.

   -OR-

```
10:01AM     11/23
EXT 11
INTERCOM TO 12
```

   Dial the extension number to which you're transferring the call. You will see the extension number in the third line of the display.

3. When the other party answers by pressing **[INTERCOM]**, you can announce the call.

4. Press **[TRANSFER]**.

5. Hang up.

ℹ *NOTE:* If you do not dial an extension number within 10 seconds, the transfer is automatically canceled. The call is still on hold. Press the corresponding **LINE** key to resume the call.

Answer a transferred call

```
10:01AM     11/23
EXT 11
TRANSFER LINE #1
TO 12
```

When you hear a long transfer ring, pick up the handset or press the **[LINE]** button of the call to use the speakerphone or headset.

```
10:01AM     11/23
EXT 12
TRANSFER FROM 11
```

Intercom overview

This 1080 telephone is fully compatible with any AT&T Four-Line Small Business System Speakerphone 1070 or 1040 phones you may have installed. You can use a total of 16 1080/1070/1040 phones together as extensions in your phone system.

Each individual phone in your telephone system MUST be assigned a unique extension number for the intercom feature to work. See **EXTENSION NUMBER** on page 32 of the installation guide for instructions.

This intercom features both a single-phone page and a system-wide page (PAGE ALL).

A single-phone page alerts only one phone. A system-wide page (PAGE ALL) alerts all system phones. Any phone with the **Do Not Disturb (DND)** feature activated will not receive a page.

An intercom call rings at the destination extension with a repeating double-ring pattern.

A single-phone page automatically activates the speakerphone on the receiving phone. You can deactivate the speakerphone by lifting the handset.

🛈 *NOTE:*

1. If a line is in use, pressing **[INTERCOM]** will place the line on hold and activate the intercom (page 26).

2. If you subscribe to DSL service, please read DSL users beginning on page 6 of installation guide for information about minimizing problems with this phone caused by DSL signals.

Basic intercom operations

Operation:	Function:
INTERCOM	Lets any two extensions connected to line 1 ring each other (page 26).
PAGE	Lets you announce over the speaker of the desti-nation phone (page 29).
PAGE ALL	Lets you announce to all phones in the system at the same time (system-wide page) (page 31).
CONFERENCE	Lets you connect an intercom call with an outside line (page 33).

Intercom

Use this feature for calls between system phones.
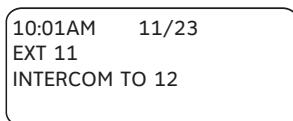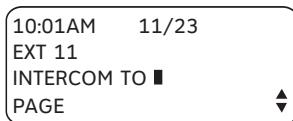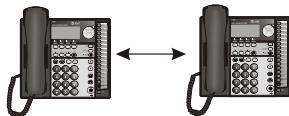
Make an intercom call with the handset

1. If One-touch preference is set to **INTERCOM** (page 35), skip to step 2.

   -OR-

   If One-touch preference is set to **TELEPHONE** (page 30 of the installation guide), press **[INTERCOM]**.

2. Press the one-touch button for the destination party, then lift the handset. The screen will diplay **INTERCOM TO XX**, with XX being the destination extension.

If the extension you called is idle or set to Do Not Disturb, you will hear long beeps. If the other extension is on a call, you will hear a busy signal.

🛈 *NOTE:* The intercom call is automatically canceled if you do not press a one-touch button within 10 seconds.

```
10:01AM      11/23
EXT 11
INTERCOM TO ▮
PAGE                    ⬍
```

```
10:01AM      11/23
EXT 11
INTERCOM TO 12
```

Intercom

Make an intercom call with the speakerphone or headset

```
10:01AM    11/23
EXT 11
INTERCOM TO ▮
PAGE                    ⬍
```

```
10:01AM    11/23
EXT 11
INTERCOM TO 12
```

With the handset in the telephone base:

1. If One-touch preference is set to **INTERCOM,** skip to step 2.

    -OR-

   If One-touch preference is set to **TELEPHONE**, press **[INTERCOM]**. The phone will automatically activate the intercom call in the mode (headset or speakerphone) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

2. Press the one-touch button. The screen will display **INTERCOM TO XX**, with XX being the destination extension.

If the destination extension is idle or set to Do Not Disturb, you will hear long beeps. If the other extension is busy, you will hear a busy signal.

ℹ️ *NOTE:* The intercom call is automatically canceled if you do not press a one-touch button within 10 seconds.

Intercom

Answer an intercom call

10:01AM   11/23
EXT 12
INTERCOM FROM 11

When you receive an intercom call, you will hear a repeating double-ring pattern and your screen will display **INTERCOM FROM** with the extension number of the caller. Answer the intercom call by lifting the handset, or by pressing **[INTERCOM]**, **[◄◊ SPEAKER]** or **[HEADSET]** to take the call hands-free.

ℹ *NOTE:* If you press **[INTERCOM]** to answer the call, the phone will automatically use the mode (speakerphone or headset) you programmed as the automatic mode (see **AUTOMATIC MODE** on page 39 of the installation guide).

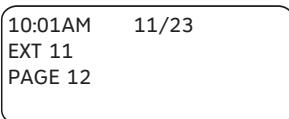### End an intercom or page call

To end the intercom or page call, press **[INTERCOM]**.

   -OR-

Hang up or press **[◄◊ SPEAKER]** or **[HEADSET]** again.

Voice page

Page a specific extension (single-phone page)

Sends your voice to the speaker of the destination phone. The person you've called may be able to respond just by talking. See **AUTO MUTE** on page 35 of the installation guide.

```
10:01AM      11/23
EXT 11
INTERCOM TO ▉
PAGE                    ⬍
```

1. Press **[INTERCOM]**.

2. Press **[ENTER]** to select **PAGE**.

3. Enter the destination extension number (11-26).

```
10:01AM      11/23
EXT 11
PAGING ▉
INTERCOM                ⬍
```

4. Your telephone will display **PAGE** and the called extension number. Now the speakerphone on the destination telephone is activated automatically.

```
10:01AM      11/23
EXT 11
PAGE 12
```

To end the page:

• Press **[INTERCOM]** on either telephone.

🛈 *NOTES:*

• Refer to page 32 of the installation guide to get more information on extension numbers.

• Pressing **[INTERCOM]** while on an external call will initiate a call transfer (page 23).

• If the destination telephone is in the Do Not Disturb mode, on an intercom call or on an outside call, your telephone will sound a busy signal.

• The auto-mute feature may be set to **ON** on the destination telephone to protect privacy (page 35 of the installation guide). The person at the destination extension will have to press **[MUTE]** to re-activate the microphone (page 19).

Voice page

Answer a single-phone page

```
10:01AM    11/23
EXT 12
PAGE FROM 11
```

Auto-mute off
When your extension receives a page, the phone beeps and the speakerphone is automatically activated. Answer the call simply by speaking.
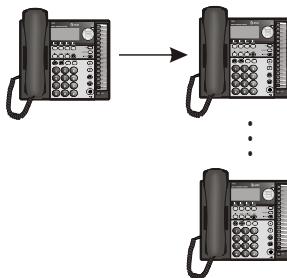
If you are on the headset, you can answer the page by pressing **[HEADSET]** and speaking through the microphone of the headset.

Auto-mute on
The **[MUTE]** light will be on. Lift the handset or press **[MUTE]** to temporarily de-activate auto-mute and answer the page.

Voice page

Page all (system-wide page)

Sends your voice to the speakers of all phones in the system.

1. Press **[INTERCOM]** then **[▼]** to show **PAGE ALL**.

2. Press **[ENTER]**. The screen will display **PAGE ALL**.

Once the page is automatically answered, speak and your voice will be heard at all idle extensions in your phone system.

Page-all shortcut

1. Press **[INTERCOM],** then press **[#]**.

2. Your telephone will display **PAGE ALL**. You will be heard at all idle extensions.

```
10:01AM     11/23
EXT 11
INTERCOM TO ▮
PAGE ALL
```

```
10:01AM     11/23
EXT 11
PAGE ALL
```

🛈 *NOTES:*

• Pressing **[INTERCOM]** while on an external call will initiate a call transfer (page 23).

• If a system telephone is in the **Do Not Disturb (DND)** mode, on an external or intercom call, the system-wide page will not be heard there.

• During a page all, the people at all extensions will be able to hear you, but you are not able to hear them.

• During a page all, if **[ENTER]** is pressed on any system telephone, the system-wide page will be terminated and the person on that telephone will join the intercom call with you.

To end the page all:

• Press **[INTERCOM]** on your telephone.

31
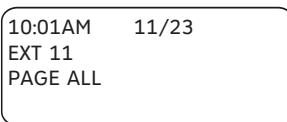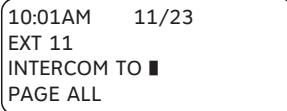
Voice page

Answer a system-wide page

```
10:01AM      11/23
EXT 12
PAGE ALL FROM 11
[ENTER]: ANSWER
```

🛈*NOTE:* Only one extension can answer a system-wide page.

```
10:01AM      11/23
EXT 12
INTERCOM FROM 11
```

When you receive a system-wide page, your phone beeps and the screen shows **PAGE ALL FROM XX**, with XX being the originating extension number.

1. Press **[ENTER]** to answer the page. The screen displays **INTERCOM FROM XX**, where XX is the calling extension number.

2. Press **[INTERCOM]** to end the call on either telephone.

Voice page

Room monitor

```
10:01AM      11/23
EXT 11
PAGING ▮
INTERCOM            ▲▼
```

```
10:01AM      11/23
EXT 11
PAGE 12
```

Make a single-page call to a system phone to monitor the sounds from that room. To use the room monitor feature, the destination telephone auto-mute feature must be turned off (page 35 of the installation guide).

1. Press **[INTERCOM]**.
2. Press **[ENTER]** to select **PAGE**.
3. Enter the destination extension number (11-26).
4. After your telephone displays **PAGE XX**, press **[MUTE]**. The destination telephone will beep, then activate its speakerphone automatically. Now, you can monitor the room of the destination telephone without being heard.

To end room monitoring, press **[INTERCOM]** on your telephone.

Make an intercom conference call

Someone at a system phone having a two-way conversation on an outside line can invite someone at an extension to join the conversation. Follow the directions under **Conference calls** on page 22, making sure to establish the non-intercom call first.

🛈 *NOTE:* You cannot put an intercom conference call on hold.

One-touch overview

This telephone has 32 one-touch locations (speed dial locations) where you can store phone numbers you wish to dial using fewer keys than usual. You can store up to 24 digits in each location. The steps used to dial numbers stored in one-touch locations vary according to how you programmed the one-touch preference. See **PREFERENCE** on the next page and **To dial a one-touch number** on page 38 for more details.

The first 16 locations can be accessed using only the one-touch buttons. To access the remaining 16 locations, press **[LOWER]** and then the one-touch button for the desired location.

You may wish to write the names or telephone numbers of the one-touch entries on the directory card, using the light gray spaces for the first 16 locations and the dark gray spaces for the second 16 locations (page 8).

ⓘ *NOTE:* The one-touch buttons are also used to place intercom calls. See **Intercom operation** beginning on page 25 for details.

one-touch buttons

16 one-touch locations
(all light gray spaces)

16 lower one-touch locations
(all dark gray spaces)

34
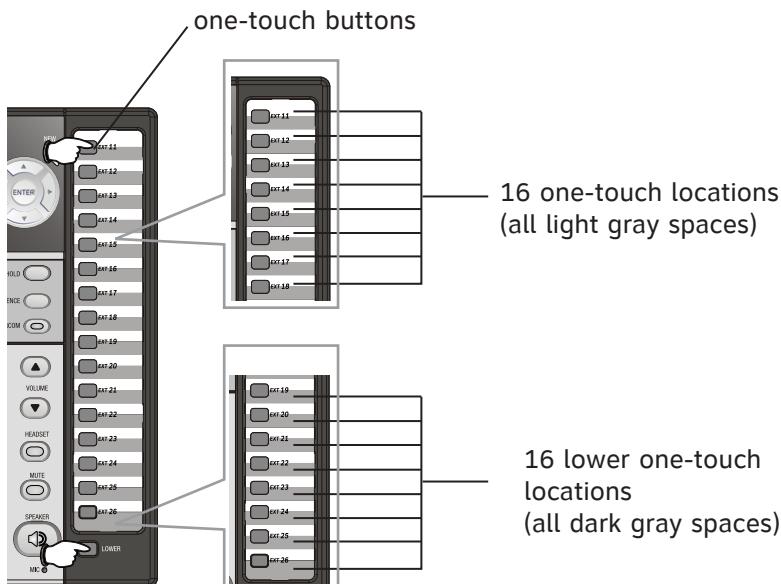
One touch

Assign the buttons on the right side of the phone, the one-touch keys, as intercom or outside call shortcut keys, and enter and view the outside phone numbers.

PREFERENCE

```
ONE TOUCH

◄► TELEPHONE
PREFERENCE            ▲
                     ▼
```

Assign the one-touch keys as intercom or outside-call shortcut keys.

1. Press **[ENTER]**.

2. Press **[ENTER]** again to enter the **ONE TOUCH** menu.

3. Press **[▲]** or **[▼]** until you see **PREFERENCE**.

4. Press **[◄]** or **[►]** to highlight **INTERCOM** or **TELEPHONE**. **INTERCOM** is the default setting.

5. To move to the next feature, press **[▼]**.

   -OR-

   To exit setup, press and hold **[ENTER]**.

One-touch storage

1. Press **[ENTER]**. The screen displays **ONE TOUCH**.

2. Press **[ENTER]**.

```
PROGRAM
█
(ENTER NUMBER)
PAUSE            ▲▼
```

3. Press **[▲]** or **[▼]** repeatedly until you see **PROGRAM**.

4. Press **[ENTER]**. The screen includes (**ENTER NUMBER**).

5. Use the dial pad to enter up to 24 digits.

   -OR-

   • To copy the most recently dialed number from redial, press **[(AUTO) REDIAL]**. Only the last number dialed from this extension can be copied to a one-touch location. The other numbers on the redial list cannot be copied.

   • **If you need to store a two-second dialing pause** for accessing banking or long distance services, press **[▲]** or **[▼],** scroll to **PAUSE**, then press **[ENTER]**. A **P** will appear on the screen.

   • **If you need to store a signal** for switching to temporary tone dialing, press **[▲]** or **[▼]** until you see **TONE,** then press **[ENTER]**. A **T** will appear on the screen.

   • **If you need to store a flash signal** for using the service supplied by your telephone company, press **[▲]** or **[▼]** until you see **FLASH**, then press **[ENTER]**. An **F** will appear on the screen.

   • **To erase the last digit,** press **[▼]** to scroll to **DELETE CHAR** then press **[ENTER]**.

     -OR-

     Press **[REMOVE].**

   • **To cancel programming**, scroll to **CANCEL** and then press **[ENTER]**.
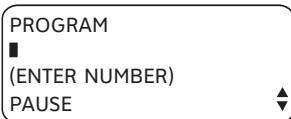
One-touch storage

6. Press the desired one-touch key to store the telephone number in the normal location.

     -OR-

   Press **[LOWER]**, then the desired one-touch key to store the telephone number in the lower location.

🛈 *NOTES:*

• If the desired one-touch key location was empty, the screen will display **SAVED!** If there is already a telephone number in it, the screen will display **REPLACE SPD?** You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**. Then choose another one-touch key location.

• Only the last number dialed from this extension can be copied to a one-touch location. The other numbers in the redial stack cannot be copied.

• Press and hold **[ENTER]** to exit one-touch setup.

To dial a one-touch number

This phone comes with one-touch preference preset to **INTERCOM**.
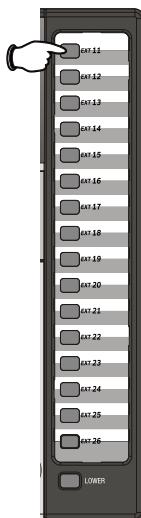
🛈 *NOTE*: To change the one-touch preference, see **PREFERENCE** on page 35.

If one-touch preference is set to INTERCOM:

1. Lift the handset.

   -OR-

   Press **[◀ SPEAKER]**.

   -OR-

   Press **[HEADSET]** and listen for the dial tone.

2. Press the one-touch button.

   -OR-

   Press **[LOWER]**, then press the one-touch button for the destination number you want to call. The screen displays the number as it is dialed.

If one-touch preference is set to TELEPHONE:
You do not need to go off hook and listen for a dial tone before dialing a one-touch number. You can simply:

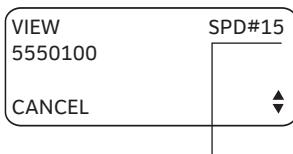Press the one-touch button.

   -OR-

Press **[LOWER]**, then press the one-touch button for the desired number to call.

The screen displays the number as it is dialed using the speakerphone or headset as programmed for automatic mode. (See **AUTOMATIC MODE** on page 39 of the installation guide.)

38

To view or delete a one-touch number

To view a one-touch number

```
VIEW          SPD#15
5550100

CANCEL            ▲▼
```

Normal location: SPD# 1-16

Lower Location: SPD# 17-32

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **ONE TOUCH**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **VIEW**. Press **[ENTER]**.

4. Press the desired one-touch key to view the telephone number stored in the normal location.

   -OR-

   Press **[LOWER]**, then the desired one-touch key to view the telephone number stored in the lower location.

   -OR-

   Press **[▲]** or **[▼]** to view the entries.

5. Press and hold **[ENTER]** to exit.

To delete a one-touch number

When a one-touch telephone number is displayed, press **[REMOVE]** to delete it. Once deleted, an entry cannot be retrieved. Press and hold **[ENTER]** to exit.

To modify a one-touch number

```
VIEW           SPD#01
5550100

MODIFY              ▲▼
```

1. When a one-touch telephone number is displayed, press **[◄]** or **[►]** to highlight **MODIFY**.

2. Press **[ENTER]**.

3. Press the dialpad keys to enter up to 24 digits.

   • **You can include a pause** while modifying a dialing sequence which requires one during actual dialing. Press **[▲]** or **[▼]** until you see **PAUSE**, then press **[ENTER]** when storing a pause. The screen will display **P**. Each pause counts as one digit. Continue storing the number as usual.

   • **Store a signal for switching to temporary tone dialing**, required for some special services, if you have dial pulse (rotary) service. Press **[▲]** or **[▼]** until you see **TONE**, then press **[ENTER]**. A **T** will appear on the screen. All numbers entered after this will send touch tone signals during dialing.

   • **You can store the flash** signal required by some special services as part of a dialing sequence. Press **[▲]** or **[▼]** until you see **FLASH**, then press **[ENTER]**. An **F** will appear on the screen. Continue storing the number as usual.

   • **To erase the last digit**, scroll to **DELETE CHAR** and then press **[ENTER]**.

     -OR-

     Press **[REMOVE]**.

   • **To copy the most recently dialed number** from redial, press **[(AUTO) REDIAL]**. Only the last number dialed from this extension can be copied to a one touch location. The other numbers in the redial shack cannot be copied.

   • **To cancel programming**, scroll to **CANCEL** and then press **[ENTER]**.

To modify a one-touch number

continued from previous page

4. Press the desired one-touch key to store the telephone number in a location.

   -OR-

   Press **[LOWER]**, then the desired one-touch key to store the telephone number in the lower location.

5. Press **[◄]** or **[►]** to select **CANCEL**. Press **[ENTER]** to exit the **VIEW** feature. To move to the next feature, press **[▼]**.

   -OR-

   Press and hold **[ENTER]** to exit.

🛈 *NOTE*: If the desired one-touch key location was empty, the screen will display **SAVED!** If there is a telephone number in it, the screen will display **REPLACE SPD?** You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**, then choose another one-touch key location.

Directory overview

Pat Williams
5550100

This 1080 telephone can store up to 200 names and phone numbers in the directory. Names can have up to 16 characters and numbers can have 24 digits. Because directory entries are stored in alphabetical order, you may wish to enter names with the last name first.

To enter directory mode, press **[DIR]**.

If there are already 200 stored entries, the screen includes **FULL!** If you try to view directory entries when there are no entries, the screen displays (**EMPTY**).

To work with the directory, press **[DIR]**. The screen will display menu choices on the bottom line.

To exit directory mode at any time, press **[DIR]**.

Menu structure

Use the navigation keys (**[◄], [►]**, **[▲]**, **[▼]** and **[ENTER]**) to move through the menus.

The menu structure for the directory is shown below.

VIEW ENTRIES   ADD ENTRY
  DIAL   ENTER NAME
  MODIFY   DONE
  COPY TO 1-TOUCH   CANCEL
  CANCEL   ENTER NUMBER
                      DONE
                      PAUSE
                      TONE
                      FLASH
                      CANCEL

Store a name and number in the directory

```
DIRECTORY


VIEW ENTRIES      ⬍
```

```
DIRECTORY


ADD ENTRY         ⬍
```

```
▮ (ENTER NAME)


DONE              ⬍
```

```
Pat Williams ▮


DONE              ⬍
```
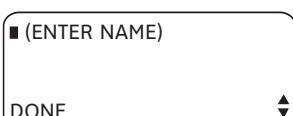
1. Press **[DIR]** to begin working with the directory.
2. Press **[▼]** until the screen includes **ADD ENTRY**.
3. Press **[ENTER]**. The screen includes **ENTER NAME**.
4. Use the dial pad keys and the chart below to enter the letters, digits or symbols you wish to store. Press the key repeatedly until the desired character you want is shown on the screen. For example, press **[2]** once for "A," twice for "B," three times for "C," four times for "a," five times for "b," six times for "c," and seven times for "2." Press **[▶]** to move to the next character or space. Press **[◀]** to backspace. The name will appear on screen as you enter it.

PRESS	ONCE	TWICE	3 TIMES	4 TIMES	5 TIMES	6 TIMES	7 TIMES	8 TIMES	9 TIMES
1	space	,	-	'	&	.	(	)	1
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
*	*								
0	0								
#	#								

5. When you have finished entering the name, press **[▲]** or **[▼]** to show **DONE**. Press **[ENTER]** to enter the phone number. The screen displays the name you entered and **ENTER NUMBER**.

43

Store a name and number in the directory

continued from previous page

```
Pat Williams
▌(ENTER NUMBER)

DONE                    ⬍
```

6. Use the dial pad keys to enter the desired phone number.

   -OR-

   Press **[(AUTO) REDIAL]** to copy the last number dialed at this extension onto the screen. Press **[◄]** to backspace.

```
Pat Williams
5550100 ▌

DONE                    ⬍
```

7. When you have finished entering the number, press **[▲]** or **[▼]** to show **DONE**. Press **[ENTER]** to store the name and number in the directory. The screen briefly displays the name and number and **SAVED!** Then the screen will automatically return to include **ADD ENTRY**.

```
Pat Williams
5550100

SAVED!
```
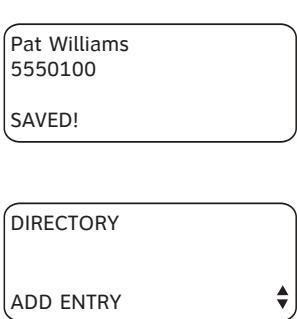
ⓘ *NOTE:* You can exit the directory at any time without storing the entry by pressing **[DIR]**.

```
DIRECTORY


ADD ENTRY               ⬍
```
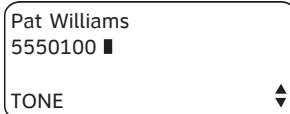
Store a pause in a directory number

You can include a pause in a number stored in the directory. You may need a pause in a directory number to allow access to some banking or telephone company features.

1. When you reach the place in the dialing sequence where you wish to enter a pause, press **[▼]** until you see **PAUSE** in the display.

2. Press **[ENTER]** to store a two-second pause. A **P** will appear in the phone number. Then continue entering the number. Each pause counts as one digit. If you want to save the number in the directory, press **[▼]** to reach **DONE** and then press **[ENTER]** to save.

```
Pat Williams
5550100 ▌

PAUSE                   ⬍
```

44
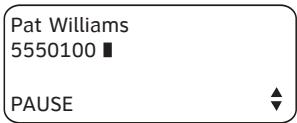
Store a name and number in the directory

Store a temporary tone signal in a directory number

```
Pat Williams
5550100 ▮

TONE              ▲▼
```

If you have dial pulse (rotary) service, you can store tone signals in a directory number. You may need tone signals to use bank-by-phone and other services.

1. When you reach the place in the dialing sequence where you wish tone dialing to begin, press **[▼]** until the screen displays **TONE**.
2. Press **[ENTER]**. All digits entered after this will send tone signals.
3. If you want to save the number in the directory, press **[▼]** to reach **DONE** and then press **[ENTER]** to save.

Store a FLASH in a directory number

```
Pat Williams
5550100 ▮

FLASH             ▲▼
```

You can store the flash needed to access some custom-calling services in a directory number.

1. When you reach the place in the dialing sequence where you wish to enter a flash, press **[▼]** until the screen displays **FLASH.**
2. Press **[ENTER]** to store the flash, then continue entering the number. Each flash counts as one digit.
3. If you want to save the number in the directory, press **[▼]** to reach **DONE** and then press **[ENTER]** to save.
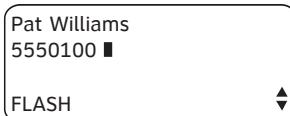
Review directory entries

1. Press **[DIR]** and then **[ENTER]** to begin working with the directory entries.
2. Press **[▲]** or **[▼]** to scroll through the directory entries.

   -OR-

   Press the dial pad key for the first character of the entry you wish to review until the character you are looking for is displayed. Then press **[▲]** or **[▼]** to scroll through the entries beginning with this character. If there is no entry for the desired character, the screen will display **NO ENTRIES FOR "X"** (where **X** refers to the displayed character).

```
DIRECTORY


VIEW ENTRIES          ▲
                      ▼
```

```
Andrew
5556789
```

```
Barbara
5559876
```

ⓘ *NOTE:* You can exit the directory at any time without storing the entry; simply press **[DIR]**.

46

Edit a directory entry

When any directory entry is displayed, to edit the entry:

```
Pat Williams
5550100
```

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** to scroll to **MODIFY**. Press **[ENTER]** to edit the name.

```
Pat Williams
5550100

MODIFY                    ⬍
```

3. Press **[◄]** to move the cursor to the left or **[►]** to move the cursor to the right. Press **[REMOVE]** to erase characters. Press the dial pad keys to enter the correct name (page 43).

4. Press **[▲]** or **[▼]** to display **DONE**. Press **[ENTER]** to edit the number.

```
Pat ▮


DONE
```

5. Press **[◄]** to move the cursor to the left or **[►]** to move the cursor to the right. Press **[REMOVE]** to erase digits. Press the dial pad keys to enter the correct number.

```
Pat
5554321 ▮

DONE                      ⬍
```

   • To copy the most recently dialed number from the redial log, press **[(AUTO) REDIAL]**.

   • To enter a two-second dialing pause (a **P** appears on the screen) for accessing banking or long distance services, press **[▲]** or **[▼]** to scroll to **PAUSE**. Press **[ENTER]**.

   • To switch to tone dialing (a **T** appears on the screen) temporarily, press **[▲]** or **[▼]** to scroll to **TONE**. Press **[ENTER]**.

```
Pat
5554321

SAVED !
```

   • To flash the line (an **F** appears on the screen) if you need to use the service supplied by your telephone company, press **[▲]** or **[▼]** to scroll to **FLASH**. Press **[ENTER]**.

6. Press **[▲]** or **[▼]** to display **DONE**. Press **[ENTER]** to save the entry and return to directory review mode.

7. Press **[DIR]** to exit the directory.

🖐 *NOTE:* If press **[▼]** to display **CANCEL** before **[ENTER]** is pressed in step 4 or 6 above, the telephone will not store the entry you modified.

Dial and remove an entry from the directory

Dial a number from the directory

```
Pat Williams
5550100

DIAL                    ♦
```

1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 46.

2. Press **[ENTER]**. The screen displays **DIAL**.

3. Press **[ENTER]**.

    -OR-

   Pick up the handset.

    -OR-

   Press **[◀◎ SPEAKER]** or **[HEADSET]**.

The phone will automatically select an idle line and dial the call unless you choose a specific line to dial the call by pressing the **[LINE]** button, the call will then be dialed in the mode (speakerphone or headset) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

🛈 *NOTE:* While reviewing the numbers in the redial stack, if you want to place a new call other than the displayed number, you need to press and hold **[ENTER]** or wait for 30 seconds to return to idle.

Remove a name and number from the directory

```
Pat Williams
5550100

REMOVED!
```

1. Find the entry for the number you wish to call by following the directions under **Review directory entries** on page 46.

2. When the desired entry is displayed, press **[REMOVE]**. The screen includes **REMOVED!** The screen automatically advances to the next directory entry.

🛈 *NOTE:* Once an entry is removed from the directory, it cannot be restored.

Remove all entries from the directory

1. Press **[DIR]** to begin working with the directory.

2. Press **[ENTER]** to select **VIEW ENTRIES**.

3. Press **[▲]** or **[▼]** until the screen shows **END OF LIST**.

4. Press **[REMOVE]**. The screen display include **REMOVE ALL?**

5. Press **[REMOVE]** again within three seconds to confirm the command and remove all directory entries. The screen will display **ALL REMOVED!**

```
DIRECTORY

END OF LIST
```

```
DIRECTORY

REMOVE ALL?
```

```
DIRECTORY

ALL REMOVED !
```

ℹ️ *NOTE:* Once the entries are removed from the directory, they cannot be restored.

To save an entry to a one-touch key

```
Pat Williams
5550100

COPY TO 1-TOUCH      ⬍
```

```
Pat Williams
5550100

PRESS 1-TOUCH
```

```
Pat Williams
5550100

SAVED!          SPD#01
```

1. Find the entry for the desired number by following the directions under **Review directory entries** on page 46.

2. Press **[ENTER]** then **[▲]** or **[▼]** until you see **COPY TO 1-TOUCH**.

3. Press **[ENTER]** to begin to save the number.

4. Press the one-touch button for the location where you want to save the number.

   -OR-

   Press **[LOWER]**, then press the one-touch button.

5. The screen automatically returns to the directory record just reviewed.

6. Press **[DIR]** to exit.

ℹ️ *NOTE*: If the desired one-touch key location was empty, the screen will display **SAVED!** If there is a telephone number in it, the screen will display **REPLACE SPD?** You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**, then choose another one-touch key location.

Caller ID operation

About caller ID

This telephone has a Caller ID feature that works with caller identification service provided by your local telephone company. There is a fee for this service, and it may not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone companies use compatible equipment.

When you use this telephone with caller ID service, you can see who's calling before you answer the call. If you subscribe to caller ID with call waiting, a combined service available through many local telephone companies, you can see who's calling even when you are on another call. This service may be called by different names (such as caller ID with visual call waiting) by different local telephone companies and may not be available in all areas.

NOTE: You must subscribe to combined caller ID with call waiting as a single service to see caller ID information for a call waiting call. Check with your telephone company for its availability.

The format of telephone numbers displayed will depend on the home and local area codes you set (See the **AREA CODES** section on page 42 of the installation guide for explanations and setting instructions of area codes):

• If the call came from within your home area code, the screen displays only the seven-digit number (without an area code).

• If the call came from one of your local area codes, the screen displays 10 digits (area code plus the seven-digit number).

• If the call did not come from any of the area codes you set.

a. Phone numbers with 10 or more digits will automatically have a 1 inserted and displayed before the number;

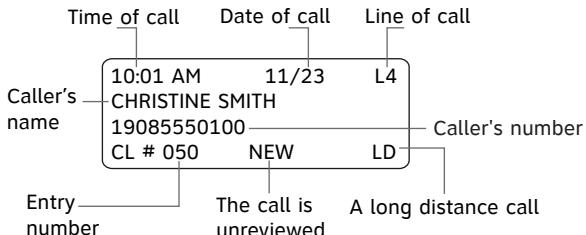b. Phone numbers with fewer than 10 digits will be displayed without a 1.

Caller ID operation

How caller ID works

If you subscribe to caller ID service provided by your local telephone company, information about each caller will be displayed between the first and second ring.

RING!

```
10:01AM   11/23   L4
CHRISTINE SMTH
19085550100
LONG DISTANCE
```

A long distance call

Time of call   Date of call   Line of call

```
10:01 AM        11/23        L4
CHRISTINE SMITH
19085550100
CL # 050      NEW          LD
```

Caller's name

Caller's number

Entry number
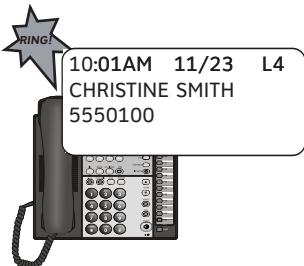
The call is unreviewed

A long distance call

The time and date of the call, the caller's name and phone number are included in the display if sent by the caller's telephone company. The incoming line number of the call also appears, (**L4** in the above example). Other messages may appear on screen. See **Display screen messages** on page 4 for more information.

Caller ID information will appear on the screen as long as the phone rings, or until the caller hangs up, or until the call is answered at another extension, or until the extension that answered the call hangs up.

If you subscribe to caller ID service, this phone automatically resets the time and date each time new call information is received. You can set the time and date yourself if you wish (See **Time/date** in Appendix B of this document).

NOTE: Caller ID features will work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

Caller ID operation

Calls received on two or more lines simultaneously

RING!

10:01AM   11/23   L4
CHRISTINE SMITH
5550100

Your screen can display the caller ID information for only one call at a time, but you can switch between the information for two or more ringing lines by pressing **[◄]** or **[►]**.

For example, if Line 3 of the phone is ringing, the screen displays the caller ID information for Line 3. If the phone starts to ring on Line 1, the screen will display the new caller's information when it is available.

Press **[◄]** or **[►]** to review the caller ID information for the first call.

Pressing **[◄]** or **[►]** repeatedly will allow you to switch among all of the incoming call information. See **Display screen messages** below for information about other possible messages.

Display screen messages

Display:	Means:
PRIVATE NAME	The other party is blocking name information.
PRIVATE NUMBER	The other party is blocking telephone number information.
UNKNOWN NAME	Your phone company is unable to receive information about this caller's name.
UNKNOWN NUMBER	Your phone company is unable to receive information about this caller's number.
OUT OF AREA	The call information is unavailable.

Caller ID operation

Call history

```
10:01AM    11/23    L4
CHRISTINE SMITH
19085550100
CL#050    NEW
```

Information about the last 200 incoming calls is stored in the call history. The most recent call will have the highest entry number. (For example, if two calls have been received, the call with the entry number **002** in the call history is the more recent.) You can review the call history to find out who has called, return the call or save the caller's name and number into the one-touch keys or directory.

ⓘ NOTE: Caller ID features will work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

When the call history is full, the earliest entry is deleted to make room for new incoming call information.

If a call is answered before the information appears on the screen, it will not be saved in the call history.

Unreviewed and total calls

```
10: 01 AM           11/23
EXT 11
CID: 50/200
DTAD: 05/10
```

Number of total calls

Number of unreviewed calls

When your telephone is in idle mode, the screen will display the number of new (unreviewed) calls and the total number of calls.

Each time a call history entry marked **NEW** is reviewed, the number of new calls decreases by one.

Menu structure

Use the navigation keys (**[ENTER]**, **[▲]**, **[▼]**, **[◄]**, **[►]**) to move through the menus. The menu structure for call history is shown below.

> DIAL (or DIAL ALTERNATE)
> COPY TO DIR
> COPY TO 1-TOUCH

Reviewing the call history and returning calls

To review the call history

```
CALL HISTORY
200 CALLS
050 NEW
```

1. Press **[CALL HISTORY]**. The screen displays **CALL HISTORY** and the number of total calls and new calls in the call history.

   -OR-

   Press **[▲]** or **[▼]** when the telephone is idle to show the most recent caller ID entry directly. Skip to step 3.

```
10:31AM    11/23    L1
Pat Williams
18095551234
CL#200  NEW
```

2. Press **[▼]** to show the most recent call. The call history displays the caller ID entries in reverse chronological order (i.e., the most recent one first).

```
10:21AM   11/23    L4
Jeffrey Adams
5559876
CL#199 NEW
```

3. Press **[▲]** or **[▼]** to scroll through the caller ID entries.

```
10:11AM    11/23    L1
Chris Thompson
5550100
CL#198  NEW
```

4. Press **[CALL HISTORY]** to exit call history mode.

To return a call

As you review call history records, you can dial an entry's phone number.

1. Press **[CALL HISTORY]** to enter call history.

2. Press **[▲]** or **[▼]** until you see the desired caller ID entry.

```
10:11AM    11/23    L1
Chris Thompson
5550100
DIAL                  ⬍
```

3. Press **[ENTER]**. The screen displays **DIAL** or **DIAL ALTERNATE**.

4. Press **[ENTER]**.

   -OR-

   Pick up the handset.

   -OR-

   Press **[🔊 SPEAKER]** or **[HEADSET]**.

The phone will automatically select an idle line and dial the call unless you choose a specific line to dial the call by pressing the **[LINE]** button, the call will then be dialed in the mode (speakerphone or headset) you programmed (see **AUTOMATIC MODE** on page 39 of the installation guide).

ℹ *NOTE:* While reviewing the numbers in the redial stack, if you want to place a new call other than the displayed number, you need to press and hold **[ENTER]** or wait for 30 seconds to return to idle.

To delete an entry or all entries

Changing the format of the caller ID number

```
10:11AM      11/23    L2
Chris Thompson
9085550100            ▶
DIAL ALTERNATE        ▲▼
```

9085550100
19085550100
15550100
550100

You may need to add or remove the area code or a "1" at the beginning of the number.

1. Follow the directions in steps 1 and 2 of **To return a call** (page 54). Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until the screen displays **DIAL ALTERNATE**.

3. Press **[▶]** to scroll through the alternate dialing formats (seven-digit number, area code + seven-digit number, 1 + area code + seven-digit number, or 1 + seven-digit number). The screen displays the alternate formats on the third line.

4. Press a **[LINE]** key to dial the displayed number.

To remove a specific entry

```
10:11AM      11/23    L2
Chris Thompson
5550100
CL #198
```

```
10:11AM      11/23    L2
Chris Thompson
5550100
REMOVED!
```

1. Press **[CALL HISTORY]**.

2. Press **[▲]** or **[▼]** until you see the desired entry to be deleted.

3. Press **[REMOVE]** to delete the currently displayed entry from the call history. The screen displays the previous record in call history. If there are no records in call history, the screen displays the summary screen **000 CALLS 000 NEW**.

4. Press **[CALL HISTORY]** to exit.

To remove all call summary entries

```
CALL HISTORY
200 CALLS
050 NEW
```

```
CALL HISTORY
200 CALLS
050 NEW
REMOVE ALL?
```

1. Press **[CALL HISTORY]**.

2. Press **[REMOVE]** to show **REMOVE ALL?**

3. Press **[REMOVE]** again within three seconds to confirm and delete all records from the call summary.

   -OR-

   Press **[CALL HISTORY]** to exit and leave all caller ID entries intact.

The screen automatically returns to the call history summary. Once deleted, entries cannot be retrieved.

To store an entry to the directory or a one-touch key

To save an entry to the directory

```
10:11AM      11/23      L2
Chris Thompson
5550100
CL #198
```

1. Press **[CALL HISTORY]**.
2. Press **[▲]** or **[▼]** until you see the desired entry.
3. Press **[ENTER]**, then **[▲]** or **[▼]** until you see **COPY TO DIR**.

```
10:11AM      11/23      L2
Chris Thompson
5550100
COPY TO DIR           ↕
```

4. Press **[ENTER]** to store the name and number into the directory and return to the call history review mode.
5. Press **[CALL HISTORY]** to exit.

To save an entry to a one-touch key

1. Press **[CALL HISTORY]**.
2. Press **[▲]** or **[▼]** until you see the desired entry.

```
10:11AM      11/23      L2
Chris Thompson
5550100
CL #198
```

3. Press **ENTER** then **[▲]** or **[▼]** until you see **COPY TO 1-TOUCH**.
4. Press **[ENTER]** to begin to save the number.
5. Press the desired one-touch button where you want to save the number.

```
10:11AM      11/23      L2
Chris Thompson
5550100
COPY TO 1-TOUCH       ↕
```

   -OR-

   Press **[LOWER]**, then press the one-touch button.

```
10:11AM      11/23      L2
Chris Thompson
5550100
PRESS 1-TOUCH         ↕
```

6. The screen automatically returns to the call history entry just reviewed.
7. Press **[CALL HISTORY]** to exit.

🛈 *NOTES:*

- If a call history record does not include a phone number, it cannot be saved to the directory and one-touch key.

- If the desired one-touch key location was empty, the screen will display **SAVED!** If there is a telephone number in it, the screen will display **REPLACE SPD?** You can replace the current entry by pressing **[ENTER]**, or keep the current entry by pressing **[▲]** or **[▼]** until you see **NO REPLACE?** Press **[ENTER]**, then choose another one-touch key location.

56

Call waiting and message waiting

CID with call waiting

(CALL WAITING) L1
Chris Thompson
5550100

If you subscribe to caller ID with call waiting service and you receive a call waiting call, not only will you hear the normal call waiting tone, but **(CALL WAITING)** will be displayed in the top line of the screen. The caller information for the incoming call will be displayed.

1. Press **[FLASH]** to access the call waiting call.
2. To return to the original call, press **[FLASH]** again.

Message waiting and NEW CALL light

10:01AM   11/23
EXT 11
CID: 100/98   COVM
DTAD:16/20   1 34

This **NEW CALL** light stays on when you have received call information but have not yet reviewed it. If you subscribe to a voice mail service, this light flashes when you have unretrieved messages waiting. The screen also displays information about the number of new calls and voice mail messages waiting.

CID:100/198	Indicates 100 new caller ID entries and 198 total caller ID entries.
L2	The call came in on line 2.
COVM 1 3 4	There is voice mail "message waiting" information on lines 1, 3 and 4.

🛈 *NOTE:* You have to set COVM **ON** to receive notification of "message waiting" (page 41 of installation guide).

COVM RESET

Use this feature when the phone display and **NEW CALL** light indicate there is voice mail when you have none. You may have accessed your voice mail from a remote location (while away from the phone). You may have received a false signal from your local service provider. You can clear the indicator manually.

```
10:01AM      11/23
EXT 11
CID:50/200        COVM
DTAD:16/20        1234
```

```
COVM RESET


L1 COVM RESET        ⬍
```

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **SPECIAL OPTIONS**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **COVM RESET**. Press **[ENTER]**.

4. Press **[▲]** or **[▼]** to scroll through the **COVM RESET** menu (**L1 COVM RESET** - **L4 COVM RESET**, or **ALL COVM RESET**).

5. When the indicator of the phone line you want to reset is displayed, press **[ENTER]** to remove the message waiting indicator. You can clear all the lines at the same time by choosing **ALL COVM RESET**. The screen includes **RESET!**

6. To move to the next line, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER].**

This turns off the display indicator and the flashing of the **NEW CALL** light; it does not delete your voice mail message(s). If there actually is a new voice mail message, your local telephone company will resend the signal causing the **NEW CALL** light to flash and the digit for the line to appear on the screen.

About the auto attendant and message recording

If you want one or more of your 1080 telephones to automatically answer incoming calls for your system, to announce the directory, and to allow your callers to record central system messages, you need to customize **AUTO ATT SETUP**. See page 46 of the installation guide.

If you want one or more of your 1080 telephones to record messages directed to individual 1070 and 1040 telephones, you need to customize **AUTO ATT SETUP** and **SYS EXT MAILBOX**. See pages 45 and 52 of the installation guide

To turn on the system answering features for private messages, to control the answering system functions, and to control the timing, security, and what can happen while messages are being recorded, you need to customize **SYS EXT MAILBOX** and **DTAD SETUP**. See pages 52 and 57 of your user's manual.

Incoming messages

If this 1080 telephone is not set up as an auto attendant, it will store only private messages.

If this 1080 phone is an auto attendant, it can also store three kinds of messages in three separate lists, private messages, central messages or system extension messages.

You must playback or delete each list separately. Play private or central messages by pressing **[DTAD]** and scrolling to **PRIVATE MSGS**, or **CENTRAL MSGS**, pressing **[ENTER]**, and then scrolling to **PLAY NEW MSGS** or **PLAY ALL MSGS**, and pressing **[ENTER]**.

About auto attendant operation

The auto attendant feature only works with a multi-phone system. If this phone is the only telephone in your system, DO NOT select auto attendant for this phone.

A 1080 telephone assigned as an auto attendant will automatically pick up and redirect an incoming call from a shared outside line to another phone in the same system.
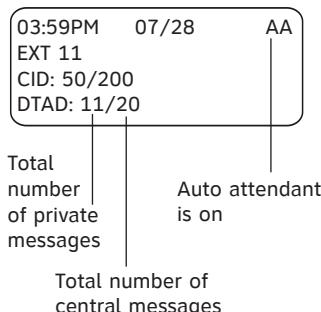
An auto attendant can only answer one call at a time, so you may want to have more than one auto attendant in your system so that even when a call on one line is being answered, a second auto attendant telephone can answer another ringing line. You can designate up to 16 auto attendants in your system. (See **Using multiple auto attendants** on page 61 for further information.)

Refer to page 46 of the installation guide to make a 1080 system telephone an auto attendant. Then see pages 46-51 to set its auto attendant answer delay time, operation time and record system announcements (day, night and directory announcements).

🛈 *NOTES:*

• Only outside calls can be answered by an auto attendant.

• The auto attendant phone will not answer calls when the phone is being used for setup, message review, call history review, or a phone call.

• If multiple auto attendants are assigned in the same system, you must select different **AUTO ATT DELAY** settings for these telephones (at least three seconds, page 49 of the installation guide).

• After the auto attendant answers, if the caller does not enter an extension number or a command, the auto attendant will automatically transfer the call to Extension 11. Please make Extension 11 a 1080 telephone and an auto attendant.

• If an auto attendant is active, adjust the delay times for different features to let the auto attendant system answer outside calls. The answering system answer delay time (**ANSWER DELAY**, page 66) of all 1080 telephones in the same system must be longer than the auto attendant answer delay time (**AUTO ATT DELAY**, page 49 of the installation guide).

Using multiple auto attendants

```
┌─────────────────────────┐
│ 03:59PM   07/28     AA  │
│ EXT 11                  │
│ CID: 50/200             │
│ DTAD: 11/20             │
└─────────────────────────┘
```

Total
number
of private   Auto attendant
messages   is on

Total number of
central messages

You may wish to set one or more additional phones to act as auto attendant(s) when the primary auto attendant is turned off or busy.

An auto attendant is busy when someone at that extension is:

- programming the phone, or
- accessing messages, or
- on an intercom call, or
- dialing from the directory or call history, or
- using any of the lines to make or answer a call, or
- when the DTAD is recording a message at that extension.

You can choose a particular extension to always be the primary auto attendant by setting that extension to have the shortest auto attendant pickup delay and setting the pickup delays of other auto attendants in the order you choose. Otherwise, the primary auto attendant may change as the system automatically assigns incoming calls among active auto attendants.

Auto attendant sequence for callers

When you set this phone to be an auto attendant, it automatically picks up a ringing line after the pickup delay time you programmed (see **AUTO ATT DELAY** section on page 49 of the installation guide), and plays the appropriate auto attendant announcement.

When a caller enters a correct extension number after hearing the announcements, the auto attendant transfers the call to that extension and announces to the caller, "*Calling that extension. Please wait.*"

The auto attendant continues to monitor the call after it is transferred. If the extension has a 1080 system extension mailbox, the mailbox answers and can record an incoming extension message. If neither the requested extension nor its mailbox picks up within 45 seconds, the auto attendant announces, *"That extension is not answering. Enter a new extension number or to leave a message, please dial nine."* The auto attendant will try to transfer the call up to five times. If the call is not picked up by any extension during those attempts, the call is dropped.
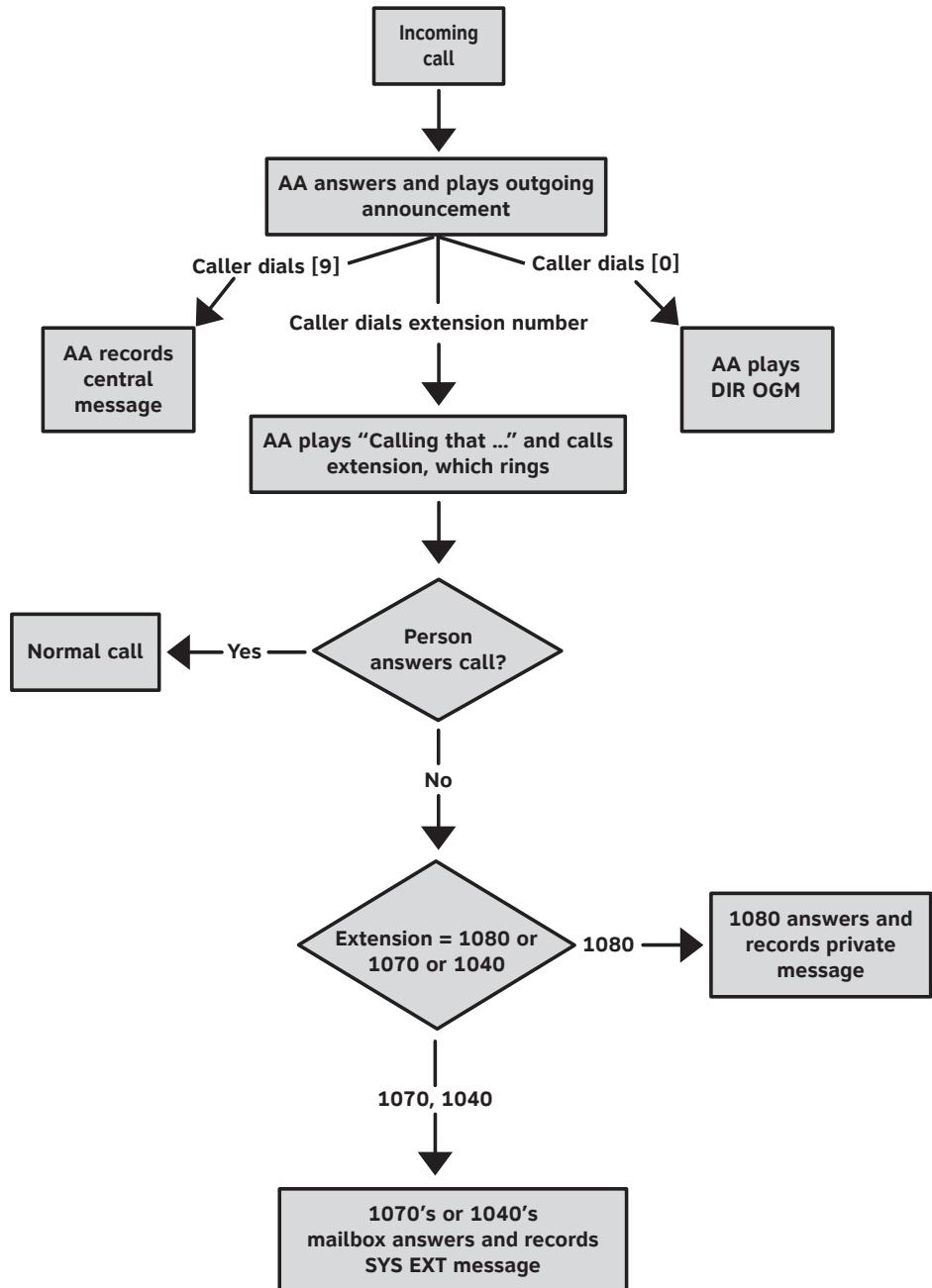
NOTES:

• If someone at the requested extension picks up the call and subsequently places the call on hold again, that extension must pick up the call again within 20 minutes or the call will be dropped. The twenty minutes restarts each time the same call is placed on hold.

• If the memory is full or the auto attendant is turned off on the 1080 system extension mailbox, no extension messages can be recorded in the 1080 system extension mailbox. The message counter **DTAD: XX/YY** will flash on all its system extensions.

If the caller presses [0] after hearing the message, the auto attendant directory outgoing message plays. The caller can then decide to enter an extension number or not, and the auto attendant responds as described above**.**

If the caller does not enter an extension number after hearing the announcement, the auto attendant waits about 12 seconds, then transfers the call to extension 11. If the call is not picked up after 45 seconds, the auto attendant will answer the call again, play *"That extension is not answering. Enter a new extension number or to leave a message, please dial nine."* and wait 12 seconds for the entry. If the caller still doesn't enter an extension number, the auto attendant announces, *"Thank you"* and drops the call.

Auto attendant flow chart

```
                    ┌──────────────┐
                    │  Incoming    │
                    │     call     │
                    └──────────────┘
                           │
                           ▼
          ┌────────────────────────────────┐
          │ AA answers and plays outgoing   │
          │         announcement            │
          └────────────────────────────────┘
```

Caller dials [9]   Caller dials [0]

Caller dials extension number

┌──────────────┐   ┌────────────────────────┐   ┌──────────────┐
│ AA records   │   │ AA plays "Calling that │   │ AA plays   │
│ central   │   │ ..." and calls   │   │ DIR OGM   │
│ message   │   │ extension, which rings │   │   │
└──────────────┘   └────────────────────────┘   └──────────────┘

┌──────────────┐   ◆ Person answers call? ◆
│ Normal call │ ◀── Yes ──
└──────────────┘

No

◆ Extension = 1080 or 1070 or 1040 ◆ ── 1080 ──▶ ┌────────────────────────┐
                                                  │ 1080 answers and   │
                                                  │ records private   │
                                                  │ message   │
                                                  └────────────────────────┘

1070, 1040

┌────────────────────────────┐
│ 1070's or 1040's   │
│ mailbox answers and records │
│ SYS EXT message   │
└────────────────────────────┘

Answering system operation

Incoming messages

If this 1080 telephone is not set up as an auto attendant, it will store only private messages.

If this 1080 phone is an auto attendant, it can store three kinds of messages in three separate lists:

• Private messages (including incoming messages, memos and two-way conversations) are the messages recorded for the 1080 telephone itself (pages 73-76).

• Central messages are the incoming messages recorded for the auto attendant system (pages 79-80). When a call is answered by an auto attendant, the caller presses **[9]** to record these messages.

• System extension messages are the messages recorded for individual 1070 and 1040 telephones that are associated with this set's auto attendant mailbox. For more details to play system extension messages, refer to 1070 or 1040 user's manual.

It is necessary to playback or delete each list separately.

Message capacity

```
10: 01 AM      11/23
EXT 11
CID: 50/200
DTAD: 16/20
```

Total number of private messages

Total number of central messages

The answering system can record up to around sixty minutes of messages, or up to 99 messages, depending on the length of each message. Individual messages can be limited if **MESSAGE LENGTH** is set to one minute, or they can be as long as the remaining memory (page 68). If the memory is full, the message counter **DTAD: XX/YY** will flash on the idle screen. Messages will remain available for replay until you delete them.

To find out how much record time remains:

```
RECORD TIME
RECORDED          05:00
TIME LEFT         55:00
EXIT
```

1. Press **[DTAD]**.

2. Press **[▲]** or **[▼]** until you see **RECORD TIME**. Press **[ENTER]**.

3. The screen will show the remaining record time.

4. Press **[DTAD]** to exit the menu.

DTAD setup

See **DTAD setup** in **Feature Setup** on pages 57-62 in the installation guide to set up the DTAD function.

```
DTAD SETUP

◄► ON
ANSWER STATUS          ♦
```
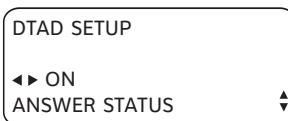
To turn the private message answering system on or off

The answering function of this phone is programmable. See **ANSWER STATUS** on page 57 of the installation guide for programming instructions.

🛈 *NOTE:* If the **ANSWER STATUS** setting is **OFF**, the answering system of the auto attendant telephone can still record central messages and system extension messages.

ANSWER STATUS

Follow the steps below so that the 1080 phone will record private messages (not the SYS EXT messages meant for the associated 1070 and 1040 phones). See page 65 for more information.

```
DTAD SETUP

◄► ON
ANSWER STATUS          ♦
```

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**. The screen will display **ANSWER STATUS**.

3. Press **[◄]** or **[►]** to choose **ON** to turn the answering system on, or **OFF** to turn the answering system off.

4. To move to the next feature, press **[▼]**.

   -OR-

   To exit setup, press and hold **[ENTER].**

🛈 *NOTE:* If the **ANSWER STATUS** setting is **OFF**, the 1080 phone can still record central messages and extension messages.

DTAD setup

ANSWER DELAY

```
DTAD SETUP

◄► 15 SEC
ANSWER DELAY            ♦
```

NOTE: For the auto attendant to work properly, you must make sure that the DTAD answer delay time is longer than the auto attendant answer delay time (page 58 of the installation guide).

Set the length of time this phone rings before the answering system picks up the call. One ring cycle lasts about six seconds.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **ANSWER DELAY**.

4. Press **[◄]** or **[►]** to choose the desired setting (12–40 seconds).

5. To move to the next feature, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER]**.

TOLL SAVER

```
DTAD SETUP

◄► ON
TOLL SAVER             ♦
```

NOTE: If the toll saver feature is **ON**, for the auto attendant to work properly, you must make sure that the auto-attendant delay time (page 49 of the installation guide) is shorter than 11 seconds.

When toll saver is turned on, the answering system picks up incoming calls within eleven seconds if there are any new private messages. When there are no new messages, the answering system picks up the incoming call in the time you set as the answer delay. (See **ANSWER DELAY** section above on this page for details).

To turn toll saver on or off:

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **TOLL SAVER**.

4. Press **[◄]** or **[►]** to choose **ON** or **OFF**.

5. To move to the next feature, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER].**

DTAD setup

REMOTE CODE

Select a three-digit number to allow remote access from another telephone (away from your home, page 59 of the installation guide) and internal access from the SYS EXT telephones (See 1070 or 1040 user's manual for details). This code is **111** by default.

```
DTAD SETUP

= 111 ∎
REMOTE CODE            ▲
                       ▼
```

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **REMOTE CODE**.

4. Press and hold **[◄]** to delete the current code. Press the dial pad keys to enter a three-digit remote access code (**000-999**).

5. To move to the next feature, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER].**

MESSAGE ALERT

Turn the audible message alert on or off.

```
DTAD SETUP

◄ ► ON
MESSAGE ALERT          ▲
                       ▼
```

If the message alert tone is on, the telephone will beep every 30 seconds when there are new private or central messages.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **MESSAGE ALERT**.

4. Press **[◄]** or **[►]** to choose **ON** or **OFF**.

5. To move to the next feature, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER].**

DTAD setup

MESSAGE LENGTH

```
DTAD SETUP

◄► 1 MINUTE
MESSAGE LENGTH        ▲▼
```

.

Set the maximium length of recorded messages.

You can select the maximum length for the messages callers can record. If you choose **UNLIMITED**, the caller can record a message of any length, up to the amount of time remaining for all messages, memos and announcements. If you choose **GREETING ONLY**, the caller will hear the selected outgoing announcement but will not be able to record a message. If you choose **1 MINUTE**, the caller can record a message up to one minute.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER].**

3. Press **[▲]** or **[▼]** until you see **MESSAGE LENGTH**.

4. Press **[◄]** or **[►]** to choose the desired setting.

5. To move to the next feature, press **[▼]**.

   -OR-

   To exit setup, press and hold **[ENTER].**

ⓘ *NOTE:* Only incoming messages can be limited to one minute. Memos and two-way conversation messages are unlimited (up to the amount of time remaining).

DTAD setup

CALL SCREENING

```
DTAD SETUP

◄► ON
CALL SCREENING          ▲▼
```

Choose whether incoming messages can be heard over the speaker when they are being recorded. If you turn call screening on, you will hear the incoming private message on your telephone when a call comes in.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **CALL SCREENING**.

4. Press **[◄]** or **[►]** to choose **ON** or **OFF**.

5. To move to the next feature, press **[▼]**.

     -OR-

   To exit setup, press and hold **[ENTER].**

ⓘ *NOTE:* If the Do Not Disturb (DND) feature is active (page 15), the call screening feature will be disabled automatically.

```
DTAD SETUP

◄► ON
DTAD INTERCEPT          ▲▼
```

DTAD INTERCEPT

Choose whether private incoming messages can be intercepted by other phones. Someone at the 1080 phone which is recording the message can always intercept the call. If DTAD intercept is on when a caller leaves a message, someone on another system telephone sharing the same line can answer the call by pressing the corresponding line key.

1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **DTAD SETUP**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **DTAD INTERCEPT**.

4. Press **[◄]** or **[►]** to choose **ON** or **OFF.**

5. To move to **MAIN MENU**, press **[▼]**.

     -OR-

   To exit setup, press and hold **[ENTER].**

DTAD features

Setup the answering system in **DTAD FEATURE** menu. The **DTAD FEATURE** menu allows you to:

• Play or remove incoming private messages, and record your outgoing announcement for your private mailbox.
• Play or remove central messages.
• Record a 2-way conversation.
• Record a memo or reminder into your private mailbox.
• Record, share or download announcements for the auto attendant.
• Check the remaining record time.
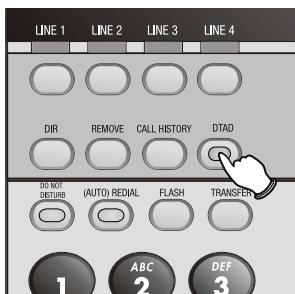
Press **[DTAD]** to access the **DTAD FEATURE** menu. Press **[DTAD]** to return to the idle screen at any time.

Here is the menu structure for the **DTAD FEATURE** menu:

Feature Menu	Function
PLAY NEW MSGS	Play back new private messages (page 73).
PLAY ALL MSGS	Play back all private messages (page 73).
REMOVE ALL MSGS	Delete all private messages (page 74).
PRIVATE OGM	Record the private announcement (page 71).
PLAY NEW MSGS	Play back new central messages (page 79).
PLAY ALL MSGS	Play back all central messages (page 79).
REMOVE ALL MSGS	Delete all central messages (page 80).
RECORD CALL	Record two-way conversations (page 76).
RECORD MEMO	Record memos (page 75).
AA DAY-OGM **AA NIGHT-OGM** **AA DIR-OGM**	Play, record, share and download the auto attendant system announcements. For details, see **Outgoing announcements for auto attendant** (pages 65 of the installation guide).
RECORD TIME	Select to see how much record time remains (page 64).

70

Private outgoing announcement

The private outgoing announcement is played to callers who do not go through the auto attendant. If the 1080 is not an auto attendant, or if a call comes in on its private line, or if the **ANSWER DELAY** is shorter than the **AUTO ATT DELAY** (pages 49 and 58 of the installation guide), callers will hear this announcement, and their messages will go into the private mailbox.

The telephone is factory set with this announcement: *"Hello. Please leave a message after the tone."* You can use this announcement, or replace it with a recording of your own.

To record your announcement

The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to record announcements. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), face the microphone (the **MIC** opening) on the telephone to record outgoing announcements. If the **AUTOMATIC MODE** is **HEADSET**, use the headset microphone to record announcements.
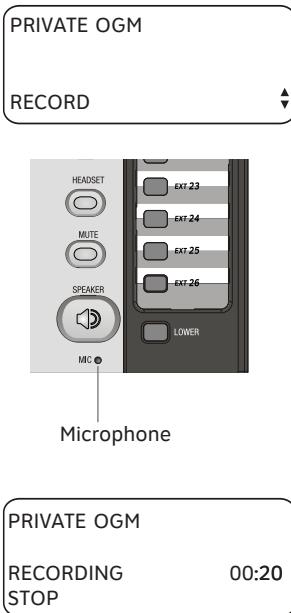
PRIVATE OGM

RECORD

Microphone

PRIVATE OGM

RECORDING   00:20
STOP

1. Press **[DTAD]**.
2. Press **[▲]** or **[▼]** until you see **PRIVATE MSGS**. Press **[ENTER]**.
3. Press **[▲]** or **[▼]** until you see **PRIVATE OGM**. Press **[ENTER]**.
4. Press **[▲]** or **[▼]** until you see **RECORD**. Press **[ENTER]**. The elapsed time (in seconds) will be shown on the screen when recording. You can record an announcement of up to 75 seconds. Announcements shorter than three seconds will not be recorded.
5. When the recording is finished, press **[ENTER]** to select **STOP**. The recorded announcement will be played back.
6. Press **[DTAD]** to exit the **DTAD FEATURE** menu.

   -OR-

   Press **[▼]** to see the next option in **PRIVATE OGM** menu.
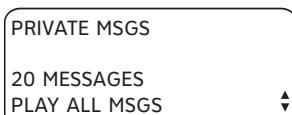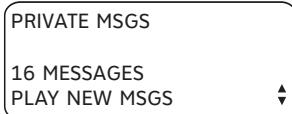
Private outgoing announcement

To play your outgoing announcement

PRIVATE OGM

PLAY   ⬍

1 Press **[DTAD]**.

2. Press **[▲]** or **[▼]** until you see **PRIVATE MSGS**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **PRIVATE OGM**. Press **[ENTER]**.

PRIVATE OGM

PLAYING
STOP

4. Press **[▲]** or **[▼]** until you see **PLAY**. Press **[ENTER]**. The current announcement will be played.

5. Press **[ENTER]** to select **STOP** to stop playing.

6. Press **[DTAD]** to exit the **DTAD FEATURE** menu.

   -OR-

   Press **[▼]** to see the next option in **PRIVATE OGM** menu.

PRIVATE OGM

PLAYING
REMOVE: REMOVE?
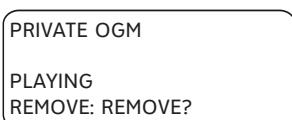
To delete your outgoing announcement

1. While playing an announcement you recorded (see steps 1-4 above on this page), press **[REMOVE]**.

2. The screen will display **REMOVE?** Press **[REMOVE]** again to delete your announcement.

PRIVATE OGM

REMOVED!

3. Press **[DTAD]** to exit the **DTAD FEATURE** menu.

   -OR-

   Press **[▼]** to see the next option in **PRIVATE OGM** menu.

When your announcement is deleted, calls will be answered with the pre-recorded announcement described on page 71.

Private message playback

To playback private messages

```
PRIVATE MSGS

16 MESSAGES
PLAY NEW MSGS          ⬍
```

1. Press **[DTAD]**.

2. Press **[▲]** or **[▼]** until you see **PRIVATE MSGS**. Press **[ENTER]**.

   To playback new messages:
   a. Press **[▲]** or **[▼]** until you see **PLAY NEW MSGS**. The screen will display the total number of new messages.
   b. Press **[ENTER]**. The system announces the number of new (unplayed) messages, then begins playback. You will hear only the new messages (oldest first).

   -OR-

```
PRIVATE MSGS

20 MESSAGES
PLAY ALL MSGS          ⬍
```

   To playback all messages (new and old):
   a. Press **[▲]** or **[▼]** until you see **PLAY ALL MSGS**. The screen will display the total number of all messages.
   b. Press **[ENTER]**. The system announces the number of all messages, then begins playback. You will hear all messages (oldest first).

3. Press **[DTAD]** to stop playing and exit the **DTAD FEATURE** menu.
   -OR-

   Wait until playback is over or press **[ENTER]** to pause playback. Press **[▼]** to highlight **EXIT MSG PLAY** and then press **[ENTER]**. Press **[▼]** to move to the next feature.

ℹ️ *NOTE:* The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to play back messages. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), use the speakerphone to listen to messages. If the **AUTOMATIC MODE** is **HEADSET**, use the headset to listen to messages.

Information about messages

• When playback begins, you will hear the total number of new or all messages.

• Before each message, you will hear the day and time it was received. The message number currently playing will be displayed on the screen.

• After the last message, you will hear *"End of messages."*

Private message playback

Options during message playback

PLAY ALL MSGS

◄► MESSAGE #03
PAUSE

• To adjust the playback volume, press **[♦ VOLUME]** button.

• To skip to the next message, press **[►]**.

• To go back to the previous message, press **[◄]** within 3 seconds of the message playing. To repeat the message currently playing, press **[◄]** after 3 seconds of the message playing.

• To pause playback (up to 30 seconds), press **[ENTER]**, and press again to resume.

• To delete the message currently being played back, press **[REMOVE]**.

• To stop playback and exit the **DTAD FEATURE** menu, press **[DTAD]**.

    -OR-

    Wait until playback is over or press **[ENTER**] to pause playback. Press **[▼]** to highlight **EXIT MSG PLAY** and then press **[ENTER]**. Press **[▼]** to move to the next feature.

To delete all private messages

PRIVATE MSGS

20 MESSAGES
REMOVE ALL MSGS   ▲▼

1. Press **[DTAD]** while the telephone is idle (not during a call or during message playback).

2. Press **[▲]** or **[▼]** until you see **PRIVATE MSGS**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **REMOVE ALL MSGS**. Press **[ENTER]**.

PRIVATE MSGS

20 MESSAGES
REMOVE ALL?

4. The screen will display **REMOVE ALL?** Press **[DTAD]** to exit the **DTAD FEATURE** menu and leave all messages intact.

    -OR-

    Press **[ENTER]** within 3 seconds to delete all messages. Press **[▼]** to see the next **PRIVATE MSGS** or press **[DTAD]** to exit the **DTAD FEATURE** menu.

To record and play memos

Memos are messages you record yourself. They are saved, played back and deleted exactly like private incoming messages. You can record a memo as a reminder to yourself, or leave a message for someone else using the same telephone system.

The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to record memos. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), face the microphone (the **MIC** opening) on the telephone to record memos. If the **AUTOMATIC MODE** is **HEADSET**, use the headset microphone to record memos.

NOTE: If this telephone is a system extension mailbox, its system extensions can access this telephone to record and play back their own memos (See the 1070 or 1040 user's manual for details).

To record a memo

1. Press **[DTAD]**.
2. Press **[▲]** or **[▼]** until you see **RECORD MEMO**. Press **[ENTER]**. The elapsed time (in seconds) is shown on the screen when recording. Memos shorter than three seconds will not be recorded.
3. When the recording is finished, press **[ENTER]** to select the displayed **STOP**.
4. Press **[DTAD]** to exit the **DTAD FEATURE** menu.

   -OR-

   Press **[▼]** to see the next **DTAD** feature.

DTAD FEATURE

RECORD MEMO

Microphone

RECORD MEMO
00:30
RECORDING
STOP
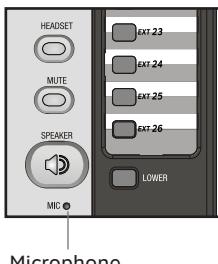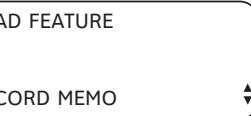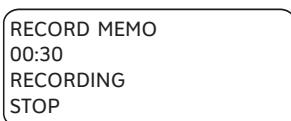
To play back a memo

Memos are stored as private messages. See **Private message playback**, page 73 for instructions on playback and deletion.

To record and play two-way conversations

During an outside call, you can record the conversation as a private message in the answering system memory. It is saved, played back and deleted exactly like private incoming messages.

```
05:10PM    08/09
01:56
5550100
```

To record a two-way conversation

1. While you are on an outside call, press **[DTAD]**.

2. The screen will display **RECORD CALL**. Press **[ENTER]**. The elapsed time (in seconds) is shown on the screen when recording. Two-way conversation shorter than three seconds will not be recorded.

```
DTAD FEATURE


RECORD CALL
```

3. The recording will be ended if you disconnect the call.

   -OR-

   Press **[ENTER]** to select **STOP**. Then press **[DTAD]** to exit the recording mode and continue with the conversation.

```
RECORD CALL
00:30
RECORDING
STOP
```

NOTE: This telephone does not have warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

To play back a two-way conversation

Two-way conversations are stored as private messages. See **Private message playback** on page 73 for instructions on playback and deletion.

Remote access

A three-digit security code is required to access your answering system from any touch-tone telephone on a different telephone line (away from your home). This code is pre-set at 111; see **REMOTE CODE** (page 59 of the installation guide) to change it.

1. Dial your telephone number from any touch-tone telephone.

2. When the answering system answers, enter the three-digit remote access code (**111** unless you have changed it).

3. Enter the remote commands (see list on next page).

❶ *NOTE:* If there is no command entered for 10 seconds, *"Remote operation"* will be announced. If there is no command entered for another 10 seconds, the call will end automatically.

4. Hang up to end call and save all undeleted messages.

Remote access

Play all messages **[1] [*]**	Press to play all messages.
Play new messages **[1]**	Press to play new messages.
Replay current message and replay previous message **[2]**	Press within 3 seconds of the message playing to go back to the previous message. Press after 3 seconds of the message playing to repeat the message currently playing.
Skip to next message **[3]**	Press during playback to skip the current message and advance to the next message.
Delete message(s) **[#] [#]**	Press during a message (or an announcement) play-back to delete current message (or announcement).
Delete all message(s) **[#] [*]**	Press to delete all messages.
Stop **[8]**	Press to stop any operation (e.g. stop playback, stop recording).
Record a memo **[9]** to begin recording **[8]** to stop recording	Press **[9]**, and wait for a beep before speaking. Press **[8]** to stop recording.
Play outgoing announcement **[7]**	Press to play current answering system announce-ment.
Play day announcement **[4]**	Press to play current auto attendant daytime an-nouncement.
Play night announcement **[5]**	Press to play current auto attendant night time announcement.
Play directory announcement **[6]**	Press to play current auto attendant directory an-nouncement.
Record announcement **[9]** to begin recording **[8]** to stop recording	During the desired announcement playback, press **[9]**, and wait for the beep before speaking. Press **[8]** to stop recording and listen to the playback of the new announcement.
Turn answer status off **[0]**	Press to turn off the answering system for private messages.
Turn answer status on **[0]**	Press to turn on the answering system for private messages.

Central message playback

About central messages

If the 1080 telephone is an auto attendant, callers can leave central messages by pressing **[9]**. Each central message can be up to one minute.

ⓘ*NOTE:* The telephone will play back the preset outgoing message "*Hello. Please leave a message after the tone*" before a central message is recorded. You can neither delete nor replace this outgoing announcement for central messages.

The following sections explain how to listen to or delete central messages stored on the 1080 phone.

To play back central messages

1. Press **[DTAD]**.

2. Press **[▲]** or **[▼]** until you see **CENTRAL MSGS**. Press **[ENTER]**.

   To play back new messages:

   a. Press **[▲]** or **[▼]** until you see **PLAY NEW MSGS**. The screen will display the total number of new messages.

   b. Press **[ENTER]**. The system announces the number of new (unplayed) messages, then begins playback. Only the new messages will be played (oldest first).

   -OR-

   To play back all messages (new and old):

   a. Press **[▲]** or **[▼]** until you see **PLAY ALL MSGS**. The screen will display the total number of messages.

   b. Press **[ENTER]**. The system announces the number of all messages, then begins playback. All messages will be played (oldest first).

3. Press **[DTAD]** to stop playing and exit.
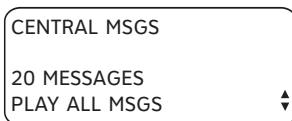
```
CENTRAL MSGS

16 MESSAGES
PLAY NEW MSGS        ⬍
```

```
CENTRAL MSGS

20 MESSAGES
PLAY ALL MSGS        ⬍
```

ⓘ *NOTE:* The answering system uses the **AUTOMATIC MODE** set on page 39 of the installation guide to play back messages. If the **AUTOMATIC MODE** is **SPEAKERPHONE** (default), use the speakerphone. If the **AUTOMATIC MODE** is **HEADSET**, use the headset to listen to messages.

Central message playback

Information about messages

• When playback begins, you will hear the total number of new or all messages.

• Before each message, you will hear the day and time it was received. The message number currently playing will be displayed on the screen.

• After the last message, you will hear *"End of messages."*

Options during message playback

PLAY ALL MSGS

◄► MESSAGE #03
PAUSE

• To adjust the playback volume, press **[♦ VOLUME]**.

• To skip to the next message, press **[►]**.

• To go back to the previous message, press **[◄]** within 3 seconds of the message playing. To repeat the message currently playing, press **[◄]** after 3 seconds of the message playing.

• To pause playback (up to 30 seconds), press **[ENTER]**, and press again to resume.

• To delete the message currently being played back, press **[REMOVE]**.

• To stop playback and exit, press **[DTAD]**.

To delete all central messages

CENTRAL MSGS

20 MESSAGES
REMOVE ALL MSGS   ↕

1. Press **[DTAD]** while the telephone is idle (not during a call or during message playback).

2. Press **[▲]** or **[▼]** until you see **CENTRAL MSGS.** Press **[ENTER].**

CENTRAL MSGS

20 MESSAGES
REMOVE ALL?

3. Press **[▲]** or **[▼]** until you see **REMOVE ALL MSGS**. Press **[ENTER]**.

4. The screen will display **REMOVE ALL?** Press **[ENTER]** within 3 seconds to delete all messages, or press **[DTAD]** to exit and leave all messages intact.

SYS EXT mailbox

About system extension mailboxes

NOTE: If the 1080 phone is the SYS EXT mailbox for other extensions, it will answer transferred calls from its extension telephones with a preset outgoing message. You can neither delete nor replace this outgoing message.

If a 1080 telephone is an auto attendant, it can be a system extension (SYS EXT), mailbox for 1070 and 1040 telephones in the system. When the 1080 phone is a SYS EXT mailbox, it can answer calls transferred by the auto attendant system and record caller's messages for its SYS EXT telephones. These messages are called extension messages. Each extension message can be up to one minute.

SYS EXT mailbox

REMOVE EXT MSGS

SYS EXT MAILBOX

REMOVE EXT MSGS   ⬍

Delete all messages for a specific 1070 or 1040 phone that uses this 1080 mailbox, or delete all 1070 and 1040 messages in this 1080 mailbox.

To delete all messages from one SYS EXT telephone

REMOVE EXT MSGS
MESSAGES: 02/06
◄► 13
MSGS PER EXT   ⬍

1. Press **[ENTER]** on the 1080 mailbox phone.

2. Press **[▲]** or **[▼]** until you see **SYS EXT MAILBOX**. Press **[ENTER]**.

3. Press **[▲]** or **[▼]** until you see **REMOVE EXT MSGS**. Press **[ENTER]**.

4. Press **[◄]** or **[►]** to choose the extension number of the desired 1070 or 1040 system telephone. The telephone will show the message counter **MESSAGES: XX/YY** for the desired 1070 or 1040 system telephone.

5. Press **[ENTER]**. The screen will display **REMOVE ALL?**

6. Press **[ENTER]** within three seconds to confirm the command and delete all messages of the desired extension telephone. If you do nothing, the screen will eventually time out, and no changes will be made.

7. To move to **MAIN MENU**, press **[▼]**.

    -OR-

    To exit setup, press and hold **[ENTER].**

Glossary

Auto Attendant: A 1080 telephone in your multi-telephone system is assigned to pick up a ringing line automatically after a selected number of rings. The Auto Attendant plays the selected auto attendant message and redirects the call if the caller enters an extension number. You can assign up to 16 Auto Attendants in your telephone system.

Caller ID: Caller identification is a subscriber service available from most local telephone companies for a fee. When you subscribe to caller identification, you can see who's calling before you answer the phone if you and the caller are both in areas offering caller ID service with compatible equipment.

Caller ID with call waiting: This is a single, combined subscriber service which may be available from your local telephone company. If you subscribe to this service, you can use your 1080 telephone to see who's calling even while you are on another call (as long as your caller is in an area with caller ID service and both telephone companies use compatible equipment).

Central message: When a call is answered by the auto attendant, and a caller presses **[9]**, a central message, one not intended for any particular extension, is created.

Centrex service: This is a special subscriber service which may be available from your local telephone company for a fee. This 1080 telephone can be used with Centrex service.

COVM: Central Office Voice Mail is a subscriber voice message service which may be available from your local telephone company. This service may be called by another name in your area (e.g. call answering).

DND: When activated, the Do Not Disturb (DND) feature prevents interruptions during a call.

DSL: Digital subscriber line, (DSL) service is available from your telephone company for a fee. It allows you to receive high-speed internet through your telephone line(s). Some special equipment, splitters and/or filters, are required for the telephone and data service to work properly together.

DTAD: The Digital Telephone Answering Device is a sophisticated, tapeless answering system built into the 1080 telephone. In some installations, messages for your phone can be recorded on a 1080 in your system.

Glossary

Home area code: This is the area code for your telephone number. Users simply dial the seven digits of a telephone number to make a call within their own area code and 11 digits outside of their area code. If this applies to you, you should enter your own area code into the telephone as the home area code. After setting, if you receive a call from within your home area code, the screen will display the last seven digits of the telephone number.

You may, however, live in a region where for calls within your own area code, you must dial 10 digits (that is, the area code and telephone number). If this applies to you, enter **000** for the home area code and enter your area code as a local area code. After setting, if you receive a call from within your area code, the screen displays the 10 digits of the telephone number.

For details, see the **AREA CODES** section (page 42 of the installation guide).

Line group: A group of system telephones sharing some lines within a multi-telephone system.

Local area code: Most users dial 11 digits to make calls outside their home area codes. If this applies to you, you do not need to program any local area codes.

However, if you dial only 10 digits to make calls to some areas outside your home area code (without dialing 1), then set these local area codes on the telephone. Up to five local area codes can be set. For details, see the **AREA CODES** section (page 42 of the installation guide). After setting, if you receive a call from one of these local area codes, the screen displays the 10 digits of the telephone number.

Mailbox: A place to store answering system messages. The 1080 phone can have separate mailboxes for private messages, central messages, and system extension messages.

Navigation keys: These are the buttons used when programming your 1080 phone and for scrolling through feature options (**[ENTER]**, **[▲]**, **[▼]**, **[◄]**, **[►]**).

Prime line: This is the line on the telephone you assign to be selected automatically when you lift the handset, press **[◄◊ SPEAKER]** or press **[HEADSET]** to answer or make a call.

Glossary

Private message: Messages that did not come through the auto attendant. If the 1080 is not an auto attendant, or if it has a private line, or if the **ANSWER DELAY** is shorter than the **AUTO ATT DELAY**, and if **DTAD SETUP ANSWER STATUS** is on, callers will leave private messages.

System extension message: The messages recorded for individual 1070 and 1040 telephones that are associated with a 1080 phone's auto attendant mailbox (pages 45-49).

System telephone: Any 1080, 1070 or 1040 telephone in your telephone system (also called an extension).

Telephone system (or business system): Two or more system telephones combined to form an interacting system of shared lines. You can have up to 16 system telephones in the system.

Time/date

When the telephone is idle, the screen will display the date and time. The time can be set manually or with incoming caller ID information. Even if you have caller ID, you must set the year once for voice messages to have the correct day of the week.

```
TIME/DATE

= 2007
YEAR                    ⬍
```
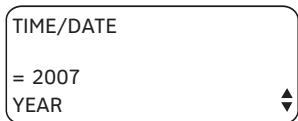
1. Press **[ENTER]**.

2. Press **[▲]** or **[▼]** until you see **TIME/DATE**.

3. Press **[ENTER]** to see **YEAR**. Press the dialpad keys to enter the correct year.

4. Press **[▼]** until you see **MONTH**. Press the dialpad keys to enter the correct month.

5. Press **[▼]** until you see **DATE.** Press the dialpad keys to enter the correct date.

6. Press **[▼]** until you see **HOUR**. Press the dial-pad keys to enter the correct hour (12-hour clock format).

7. Press **[▼]** until you see **MINUTE**. Press the dialpad keys to enter the correct minute.

8. Press **[▼]** until you see **AM/PM**. Press **[◄]** or**[►]** to highlight **AM** or **PM.**

9. To move to **MAIN MENU**, press **[▼]**.

      -OR-

   To exit setup, press and hold **[ENTER]**.

🛈 *NOTES:*

• Caller ID provides the time and date. Set the year so that the day of the week can be calculated from the caller ID information. After you set the time once, it will be updated automatically with incoming caller ID information.

   The time will be set automatically only if you subscribe to caller ID service provided by your local telephone company (page 40 of the installation guide).

Time/date

- Setting the clock in this menu will also set the time for the answering system. Before playing each message, the answering system announces the day and time the message was received (page 73). Before using the answering system, use this menu to set the year. If you do not have caller ID, you will also have to set the date and time, so that messages are dated correctly.

Centrex operation

Set ring delay duration

This feature allows other system telephones' calls to ring at the console phone. After a specified ring delay, the calls will ring at the console phone. (See **CSL DELAY RING** on page 75 of the installation guide.)

Answer a delayed ring

The console phone rings and the screen displays the extension number of the intercom sending the delayed ring.

1. Select an idle line.

2. Enter the Centrex pickup code.

3. Enter the seven- or ten-digit phone number (as directed by your phone company) of the extension sending the delayed ring.

ℹ️ *NOTE:* If the console is using another line and receives a delayed ring, the console phone can put the other line on hold and follow steps 1–3. If the console is on an intercom call, the intercom call should be ended before picking up the ringing phone.

Pick up another station's line

1. Choose an idle Centrex line.

2. Enter the Centrex pickup code.

3. Enter the seven- or ten-digit phone number (as directed by your phone company) of the desired line you want.

Centrex operation

Centrex service call example

If you subscribe to Centrex service provided by your local telephone company, you need to set up the system telephones first: Here is an example of one setup.

EXT 11 (console)
CONSOLE is **ON**.
CSL DELAY RING is **OFF**.

EXT 12
CONSOLE is **OFF**.
CSL DELAY RING is set to 20 seconds.

EXT 13
CONSOLE is **OFF**.
CSL DELAY RING is set to 16 seconds.

EXT 14
Both **CONSOLE** and **CSL DELAY RING** menus are **OFF**. (This telephone does not use the Centrex service.)

In the example on the left, when the calls coming from 555-1237 or 555-1238 are not answered, if you subscribe to the Centrex service provided by your local telephone company, these calls will be switched to the console telephone (EXT 11 in the example).

1. An external call comes in on line 4 (telephone number 555-1237 or 555-1238) on the original system telephone (EXT 12 or EXT 13).

2. If the call is not answered during the CSL delay time set on the original extension, (20 seconds for EXT 12 or 16 seconds for EXT 13), the console telephone (EXT 11) will ring and display **EXT XX RING**.

3. Press the **[LINE 4]** key if line 4 is idle on the console telephone (EXT 11). Dial the Centrex access code (provided by your telephone company) then the ringing line's seven- or ten-digit phone number, (as directed by your phone company).

NOTES:

• If no one answers the call at the console telephone for 10 seconds, the originating extension will ring again.

• Outside calls will be answered by the auto attendant.

• Contact your telephone company for more details about Centrex service.

General product care

To keep your phone working well and looking good, follow these guidelines:

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).

- DO NOT expose it to direct sunlight or moisture.

- Avoid dropping the phone and/or other rough treatment.

- Clean with a soft cloth.

- Never use a strong cleaning agent or abrasive powder because this can damage the finish.

- Retain the original packaging in case you need to ship it at a later date.

Important product information

⚠️ This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

• **Read and understand all instructions in the user's manual. Observe all markings on the product.**

• **Avoid using a telephone during a thunderstorm.** There may be a slight chance of electric shock from lightning.

• **Do not use a telephone in the vicinity of a gas leak.** If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking. If this product is a cordless model, make sure the base is also away from the area.

• **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.

• **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.

• **If this product does not operate normally, read Troubleshooting in this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the limited warranty. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.

• **If this product has user-replaceable batteries, replace batteries only as described in your user's manual.** Do not burn or puncture batteries—they contain caustic chemicals.

• **If this product has a three-prong (grounding) plug or a polarized plug with one wide prong, it may not fit in non-polarized outlets.** Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

⚠️ *CAUTION:* Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.telephones.att.com**, or call **1 (800) 222–3111**. In Canada, dial **1 (866) 288-4268**.

Important product information

Especially about corded telephones

- **Electrical power:** The telephone base must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. **Calls cannot be made from the handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.**

- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to let the other party know that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

SAVE THESE INSTRUCTIONS

FCC and ACTA information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with the Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

1. Product identifier and REN information

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate an REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENS should be five (5.0) or less. You may want to contact your local telephone company for more information.

2. Connection and use with the nationwide telephone network

The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines, see installation instructions in the user's manual. This equipment may not be used with coin telephone lines or with party lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone company or qualified installer.

3. Repair instructions

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the limited warranty.

FCC and ACTA information

4. Rights of the telephone company

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

5. Hearing aid compatibility

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

6. Programming/testing of emergency numbers

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

a. We recommend that you also write the telephone number on the directory card (if applicable), so that you can still dial the emergency number manually if the memory dialing feature doesn't work.

b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.

c. Testing the emergency telephone numbers you have stored is not recommended. However, if you do make a call to an emergency number:

  • You must remain on the line and briefly explain the reason for the call before hanging up.

  • Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

Part 15 of FCC rules

Some telephone equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used properly, may cause interference to radio and television reception. This product has been tested and found to meet the standards for a class B digital device, as specified in part 15 of the FCC rules.

These specifications area designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this product causes interference to radio, VCR or television reception when it is in use, you might correct the interference with any one or all of these measures:

• Where it can be done safely, re-orient the receiving radio, VCR or television antenna.

• To the extent possible, relocate the radio, VCR, television or other receiver with respect to the telephone equipment.

• If this telephone product runs on AC power, plug your product into an AC outlet that's not on the same circuit as one used by your radio, VCR or television.

Modifications to this product, not expressly approved by the manufacturer, could void the user's authority to operate the equipment.

Limited warranty

The AT&T brand is used under license - any repair, replacement or warranty service, and all questions about this product should be directed to: In the United States of America call **1 (800) 222-3111** or visit **www.telephones.att.com**; In Canada, call **1 (866) 288-4268**.

1. What does this limited warranty cover?

The manufacturer of this AT&T-branded product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?

During the limited warranty period, the manufacturer's authorized service representative will repair or replace at the manufacturer's option, without charge, a materially defective PRODUCT. If the manufacturer repairs the PRODUCT, they may use new or refurbished replacement parts. If the manufacturer chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. The manufacturer will retain the defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at the manufacturer's option, is your exclusive remedy. The manufacturer will return the repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If the manufacturer repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or (b) the time remaining on the original one-year limited warranty; whichever is longer.

Limited warranty

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or

- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of the manufacturer; or

- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or

- PRODUCT to the extent that the problem is caused by use with non-AT&T accessories; or

- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or

- PRODUCT returned without valid proof of purchase (see item 6 below); or

- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

5. How do you get warranty service?

To obtain warranty service in the United States of America, call **1 (800) 222-3111**; in Canada, please dial **1 (866) 288-4268**.

NOTE: Before calling for service, please review the user's manual. A check of the PRODUCT controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. The manufacturer will return repaired or replaced PRODUCT under this limited warranty to you, transportation, delivery or handling charges prepaid. The manufacturer assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, the manufacturer will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

Limited warranty

6. What must you return with the PRODUCT to get warranty service?
You must:

    a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and

    b. Include "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and

    c. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and the manufacturer of this AT&T branded PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. The manufacturer provides no other warranties for this PRODUCT. The warranty exclusively describes all of the manufacturer's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall the manufacturer be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specification

Operating temperature	32°F — 122°F 0°C — 50°C
Power adapter input	AC120V 60Hz
Power adapter output	DC12V 500mA
Backup battery (purchased separately)	Alkaline 9V, size 1604A
Headset jack	2.5mm, 32 - 150ohm
Wiring limitation	No more than 600 feet
REN	0.3B
System signal carrier frequency	1.7 MHz

In case of difficulty

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at **www.telephones.att.com**, or call **1 (800) 222-3111**. In Canada, dial **1 (866) 288-4268**. Have the serial number, found on the underside of your phone, available when contacting customer service. Please retain your receipt as your proof of purchase.

To purchase accessories or replacement parts, please contact customer service by visiting our website at **www.telephones.att.com** or calling **1 (800) 222–3111**. In Canada, dial **1 (866) 288-4268**.

My telephone appears to be dead.	• Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch. • Make sure the telephone line cords are plugged firmly into the telephone base and the jack. • Unplug the telephone's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the telephone to synchronize. • This system is not compatible with any other AT&T 4-line small business telephones, except for the 1080, 1070 and 1040 telephones.
System features, (intercom, transfer, hold release, etc.) do not work with my old AT&T 4-line telephones (984, 974, 945, etc.).	• This system is not compatible with any other AT&T 4-line small business telephones, except for the 1080, 1070 and 1040 telephones. • Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.
Intercom, hold, call privacy or other advanced features do not work properly.	• If you have fiber optic service, (digital service to the building, analog service within the building,) VoIP (Voice over the Internet) service, or cable telephone service, the router that the system uses may interfere with system communication. • If Line 1 is a DSL line, have a professional install a splitter on the telephone line. See the installation guide and contact your DSL service provider for more information. • Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.

In case of difficulty

- If the wiring for your system is greater than 600 feet, some of the advanced features may not work properly. You may have to remove some of the phones from remote areas."
- Check to make sure that each telephone set has a unique extension number. If the sets receive AC power at the same time, either at initial installation or after a power failure, the extension numbers may be the same. Refer to the **EXTENSION NUMBER** section of the installation guide, (page 32).

There is no dial tone.

- First, try all the suggestions of **My telephone appears to be dead** on page 100.
- The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
- Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.
- Make sure a line is selected. Press a line button or speakphone.
- Make sure the **[HOLD]** key is not pressed.
- If there is no dial tone when the **[HEADSET]** key is pressed, make sure the headset is firmly connected in the **HEADSET** jack.

I cannot dial out.

- First, try all the above suggestions in **There is no dial tone** on this page.
- Make sure there is a dial tone before dialing. It is normal if the telephone takes a second or two to synchronize before producing a dial tone. Wait an extra second before dialing.
- Check that all the telephones connected to the same telephone line are hung up.
- Make sure the telephone is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to the **TONE/PULSE** section of this user's manual (page 36 of the installation guide) to set the dial mode.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).

In case of difficulty

• If you are using the speakerphone, eliminate any
background noise. Noise from a television, radio,
or other appliances may cause the telephone to
not dial out properly. If you cannot eliminate the
background noise, first try muting the telephone
before dialing, or dialing from another room in
your home with less background noise.

I cannot page or make intercom calls.	• Make sure you dialed the extension correctly.

• Make sure Line 1 is connected and has the same
phone number on all system phones.
• The destination telephone may be on an external
call. Wait and try again.
• Make sure the Do Not Disturb function is turned
off on the destination system telephone (page 15).
• Make sure the **[INTERCOM]** light is off before you
making a page or Intercom call. If the light is on,
the system is busy or the intercom is unavailable.
Try again when the intercom light goes out.
• Make sure the telephone line cord connected to
line jack **L1/L2** was provided with the telephone.
• Check to make sure that each telephone set
has a unique extension number. If the sets
receive AC power at the same time, either
at initial installation or after a power failure, the
extension numbers may be the same. Refer
to the **EXTENSION NUMBER** section of the
installation guide, (page 32).

I cannot transfer outside calls.	• If you are on a conference call with another telephone in the same system (page 22), the call cannot be transferred.

• If the destination telephone is on an outside call
or intercom call with another system telephone,
the call cannot be transferred.
• All extensions must have the same outside telephone
line connected to Line 1.
• Make sure the telephone line cord connected
to line jack **L1/L2** was provided with the
telephone.
• Make sure that the **LINE GROUP** assignment is
correct. See page 43.

In case of difficulty

• Check to make sure that each telephone set has a unique extension number. If the sets receive AC power at the same time, either at initial installation or after a power failure, the extension numbers may be the same. Refer to the **EXTENSION NUMBER** section of the installation guide, (page 32).

LOW BATT is displayed on screen.

• No spare battery is installed or the spare battery needs to be replaced.
• Remove and re-install the battery.

The telephone does not ring when there is an incoming call.

• Make sure the ringer is on (page 14).
• Make sure the telephone line cord(s) and the power adapter are plugged in properly (See the Installation Guide).
• There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging one phone at a time until the phones start ringing.
• Test a working telephone at the same telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).
• The telephone line cord might be malfunctioning. Try installing a new telephone line cord.
• Make sure the **Do Not Disturb** feature is not activated (page 15).
• Make sure the ringer delay time (page 34 of the installation guide) is not longer than the answer delay time of the answering system (page 58 of the installation guide). This would cause the answering system to answer the call before the phone rings.
• If you are on a call, there will be a beep to alert you of incoming calls on the other lines.
• Make sure that the **LINE GROUP** assignment is correct. See page 43 of the installation guide.

Cannot join a conversation in progress.

• The call privacy feature prevents another set on the system from interrupting a conversation. Make sure you press the **LINE** button to release privacy. (See **Call privacy** on page 21.)

In case of difficulty

The call privacy feature does not work.	• In some installations that have fiber optic service (digital service to the building, analog service within the building) the signals to the extensions may not support the call privacy feature.
Error tone (fast busy signal) is heard when making a page call.	• The **Do Not Disturb** feature is activated at the extension you are calling.
A double beep sounds every 30 seconds.	• There is a call on hold at this extension. Press and release the **LINE** button of the call on hold to return to the call and turn off the reminder beep.
Operation during a power failure.	• This phone will operate during a power failure if a working battery has been installed. You will be able to answer calls with the handset, and dial calls using the dial pad keys and the one-touch or redial features. No other features will work until power is restored. All programming is retained during a power failure.
The screen displays **AC FAIL**.	• The phone has been disconnected from AC power. When AC power is restored, the screen will return to the usual display. One touch and redial numbers are retained until power is re stored.
Display screen is blank.	• Make sure the power cord is connected to both the phone and an electrical outlet not controlled by a wall switch.
My calls fade out or cut in and out when I am using the telephone.	• If you have a headset plugged into the telephone, try unplugging it and firmly plugging it in again. • Disconnect the telephone base from the modular jack and plug in another corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply). • If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances may cause the speakerphone to cut in and out. Try engaging the **[MUTE]** button when you are not speaking or eliminating the background noise.

In case of difficulty

- If you have Digital Subscriber Line, (DSL,) service, and you have more than three telephone sets, and you have installed microfilters, you may need to have a DSL filter installed by your DSL service provider.

| The sound quality of the headset is poor | • Unplug it and and firmly plug it in again. |

| I hear other calls when using the telephone. | • Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.
• Make sure you are using the round black cords that came with the phone. These cords help prevent crosstalk (hearing other calls). |

| My caller ID features are not working properly. | • Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
• The caller may not be calling from an area which supports caller ID.
• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.
• Make sure the area codes are set correctly on the telephone (page 42 of the installation guide).
• Reset the phone. See Common cure for electronic equipment on this page. |

| COVM line indicator remains on. | • Make sure you have reviewed all messages on that line.
• You may have received a false signal from the central office. To clear, see **COVM RESET** on page 58. |

In case of difficulty

The system does not receive caller ID or the system does not display caller ID during call waiting.	• Make sure you subscribe to caller ID with call waiting features services provided by the local telephone company. • The caller may not be calling from an area which supports caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with caller ID service. • If your phone is currently in use and a new call comes in, you must press the **[▶]** to see the new call. This procedure will allow you to see call waiting caller ID and caller ID from other lines on the phone. • Make sure the telephone line cords were provided with the telephone.
Common cure for electronic equipment:	If the telephone is not responding normally, try the following (in the order listed): 1. Disconnect the power to the telephone base. 2. Disconnect the spare battery (if the set has one). 3. Wait a few minutes before connecting power to the telephone base. 4. Re-install the spare battery (if the set has one). 5. Wait for the telephone to synchronize its connection. This may take up to one minute.
The answering system does not answer at the correct time.	• For private messages, make sure the answering system is on. **ON** is selected in **ANSWER STATUS** (page 57 of the installation guide). • If **Toll Saver** is activated, the number of rings changes to eleven seconds when there are new messages waiting (page 66). • If you subscribe to the Centrex service provided by your local telephone company, make sure the **ANSWER DELAY** time (page 66) is shorter than the **CSL DELAY RING** time on the same telephone (page 75 of the installation guide). • If a 1080 extension is on a phone call, or recording, or playing any type of message or announcement, it will not be able to answer incoming calls.

In case of difficulty

The outgoing announcement is not clear.	• When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the telephone base.
	• If **HEADSET** is selected in the **AUTOMATIC MODE** menu and a headset is connected on the telephone, you need to speak into the microphone of the headset to record the announcement (page 39 of the installation guide).
	• Make sure there is no background noise (television, music, traffic, etc.) when recording.
The answering system does not record messages.	• Make sure the answering system is on (page 65 of the installation guide).
	• If the memory is full, the system will announce "*Memory full*" then hang up. You need to delete some old messages in order to make room for new messages.
	• If **GREETING ONLY** is selected in the **MESSAGE LENGTH** menu, the answering system will only play back the outgoing announcement. It will not record incoming private message (page 68).
	• If you subscribe to the Centrex service provided by your local telephone company, make sure the **ANSWER DELAY** time (page 66) is shorter than the **CSL DELAY RING** time on the same telephone (page 75 of the installation guide).
Some messages on the answering system are cut off.	• If a caller reaches the maximum recording time you set for each message (page 60 of the installation guide), the system will disconnect and part of the message may be lost.
	• If the caller pauses for more than seven seconds, the system stops recording and disconnects the call.
	• If the memory on the system becomes full during a message, the system stops recording and disconnects the call.
	• If the caller's voice is very soft, the system may stop recording and disconnect the call.
	• If the **DTAD INTERCEPT** feature is on and another telephone answers the call on that line, the message will stop recording (page 69).

In case of difficulty

The messages on the system are very difficult to hear.

- If **HEADSET** is selected in the **AUTOMATIC MODE** menu and a headset is connected on the telephone, you need to use the headset to hear messages (page 39 of the installation guide).
- Press **[⬆ VOLUME]** on the telephone base to increase the volume.

The answering system does not respond to remote access commands.

- Make sure you are using the correct remote access code (page 108).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There may be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

The auto attendant does not answer after the correct number of rings.

- Make sure that there is an auto attendant telephone. (page 29).
- Make sure the answering system answer delay time (**ANSWER DELAY**, page 66) of all 1080 telephones in the same system are longer than the auto attendant answer delay time (**AUTO ATT DELAY**, page 49 of the installation guide).
- If you subscribe to the Centrex service provided by your local telephone company, make sure the **CSL DELAY RING** time (page 75 of the installation guide) is longer than the **AUTO ATT DELAY** (page 49 of the installation guide) and **ANSWER DELAY** time (page 66) on all system telephones
- Only the calls from the public lines (shared lines of all system phones) can be answered by the auto attendant system.
- If all auto-attendant extensions are being used, the system cannot answer incoming calls.

In case of difficulty

| The auto attendant announcement is not correct. | • Make sure the day/night announcements are set up and recorded (pages 66-68 of the installation guide). |
| | • Make sure that the DAY and NIGHT times that you entered are appropriate. See **DAY/NIGHT TIMES**, page 50 of the installation guide. |

The auto attendant does not respond when callers dial an extension	• Make sure directory announcement is recorded correctly to suit your company's needs (page 70 of the installation guide).
	• Make sure the caller is calling from a touch-tone telephone. If the caller hears clicks rather than tones, the commands will not be recognized.
	• The auto attendant may not detect the callers' commands when the announcement is playing. Wait until the announcement is over before entering the code.
	• There may be interference on the telephone line callers are using. Press the dial pad keys firmly when dialing.

Index

Index

Remote access wallet card

The wallet card below lists the commands needed to control your answering system from any touch-tone telephone.

Cut along dotted line.

at&t

Call your telephone number, then enter your three-digit access code (preset to **111**).

Action	Remote command
Play all messages	**1***
Play new messages	**1**
Go back	**2**
Skip the messages	**3**
Play day announcement	**4**
Play night announcement	**5**
Play auxiliary announcement	**6**
Play outgoing announcement	**7**

Fold here.

Stop	**8**
Record a memo	**9**
Record announcement	**9** (during desired announcement playback)
Turn system off or on	**0**
Delete the message	**# #** (during message playback)
Delete all messages	**# ***
End remote access call	hang up

4-Line small business system with digital answering system 1080

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